



Central Arizona Governments Sun Corridor MPO



Human Services Transportation Coordination Plan FY 2018



**HUMAN SERVICES
TRANSPORTATION
COORDINATION
MOBILITY**



MEDICAL APPOINTMENTS

LOW INCOME

OLDER ADULTS

PERSONS WITH DISABILITIES

Tel: (480) 474-9300
Web: www.cagaz.org
www.scmpo.org

The purpose of this plan is to identify the transportation needs of individuals with disabilities, older adults and people with low incomes; provide strategies for meeting these needs; and prioritizing transportation services for funding and implementation.

 3 Year Update  Annual Update

Central Arizona Governments

Planning Agency

The Central Arizona Governments (CAG) Region serves the Gila and Pinal County areas, which includes seventeen (17) Municipalities, two (2) County Governments and four (4) Native American Communities. The CAG Region's population in 2015 was 443,402 people in and is over 10,000 square miles.

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Sun Corridor Metropolitan Planning Organization

Planning Agency

The Sun Corridor Metropolitan Planning Organization (MPO) provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy and rural portions of Pinal County that covers 1,155 square miles with an estimated population of nearly 110,000.

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1. INTRODUCTION

1.1 PURPOSE OF THE PLAN

Federal Transit Law requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310) programs be derived from a locally developed coordinated public transit human services transportation plan. The purpose of this type of plan is to identify the transportation needs of individuals with disabilities, older adults and people with low incomes, provide strategies from meeting these needs and prioritize transportation services for funding and implementation.

The Central Arizona Governments (CAG) and the Sun Corridor Metropolitan Planning Organization (MPO) recognize that the transit environment is dynamic and dependent on stakeholder involvement. As a result, CAG and the Sun Corridor MPO reviews and updates the CAG and Sun Corridor MPO Human Services Transportation Coordination Plan (the “Plan”) every three years with annual updates to follow in order to capture annual adjustments. This Plan update is the three-year update for the State Fiscal Years 2017 thru 2019 and includes updated regional demographic information as well as the status of new and existing transportation providers serving the transportation dependent and disadvantaged populations in the region.

CAG and the Sun Corridor MPO utilize a process that includes representatives of public, private and nonprofit transportation and human service providers, elected officials and public participation to identify transit needs/service gaps and to establish priorities in order to make informative funding decisions for specialized transportation services.

1.2 REGION

The CAG and the Sun Corridor MPO Region includes two Counties, Gila and Pinal. However, Pinal County is split into three primary transportation planning authorities – CAG, Maricopa Association of Governments (MAG) and Sun Corridor MPO. **Figure 1 Planning Area Map** and **Figure 6 in Section 2.2** helps define the boundaries where all three borders converge.

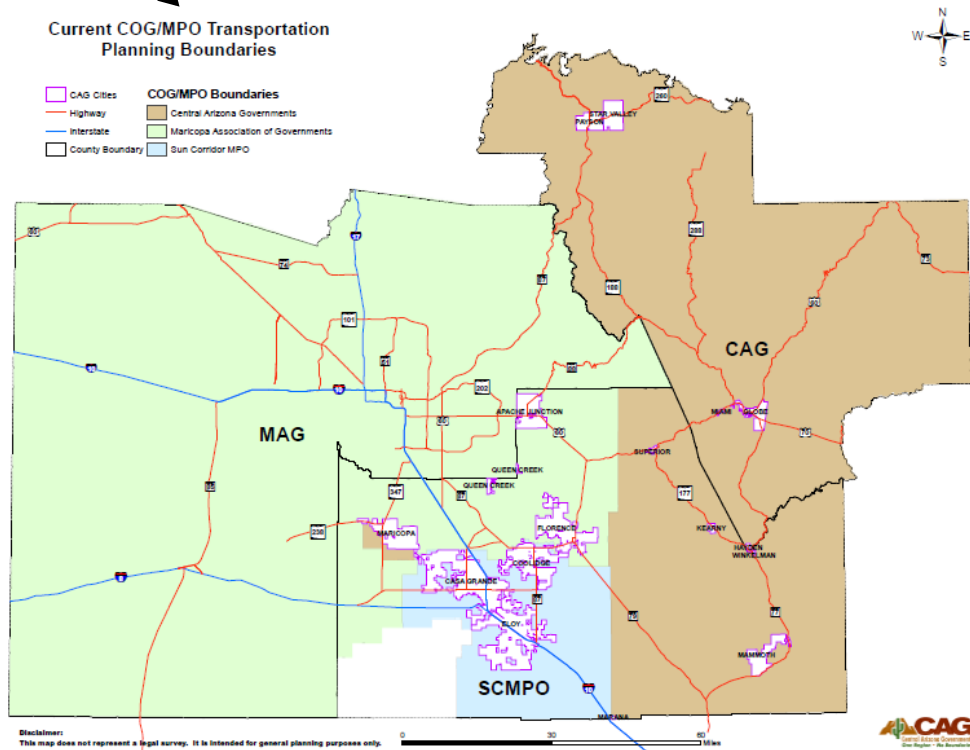
CAG, incorporated in 1975, is one of six regional planning districts, or Councils of Governments (COGs), and was established by Executive Order 70-2 and signed by the Governor of Arizona to provide effective regional planning services to Gila and Pinal Counties. The goal of Executive Order 70-2 was to promote a “community of interest” and to preserve the boundaries of the Region. The Executive Order established a population base throughout the Region, sufficient to support a number of planning activities, while complying with federal planning requirements and addressing the concerns of local government officials.

The CAG Region is comprised of Gila and Pinal Counties, and includes the seventeen (17) incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Globe, Hayden, Kearny, Mammoth, Marana, Maricopa, Miami, Payson, Queen Creek, Star Valley, Superior and Winkelman. The Ak-Chin Indian Community, Gila River Indian Community, San Carlos Apache Tribe and White Mountain Apache Tribe are also members of the Region. The 2010 Census determined that the City of Casa Grande, and its environs, had reached a population over 50,000. As a result, federal law required formation of a Metropolitan Planning Organization to provide transportation planning within designated boundaries. The Sun Corridor MPO now provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy and rural portions of Pinal County, covering 1,155 square miles, with a current estimated population of nearly 110,000.



Nestled between two Transportation Management Areas; MAG and Pima Association of Governments (PAG), along with three Native American Tribes; the Sun Corridor MPO is in a unique position of developing relationships that will enhance the corridor’s ability to provide goods, services, economic development strategies, improve local regionally significant roads, regional and local transit systems, and identify transportation needs and improvements along Interstate 8, Interstate 10, the future Interstate 11 and working with the Region’s railroads.

Figure 1: Planning Area Map



1.3 LAWS & REGULATIONS GUIDING THE PLAN

Federal Initiatives and Legislation

2003 GAO Report

A June 2003 report from the Government Accountability Office (GAO), entitled “*Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*,” identified 62 Federal programs that provide funding for transportation services for transportation-disadvantaged populations, and found significant variation in the extent to which the programs coordinated their efforts.

Coordinating Council on Access and Mobility

In response to the GAO Report, President Bush signed an Executive Order on February 24, 2004, “to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged.” The Executive Order also established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services;
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources;
- Encourage enhanced customer access to a variety of transportation and available resources;
- Formulate and implement administrative, policy and procedural mechanisms that enhance transportation services at all levels; and
- Develop and implement a method for monitoring progress on achieving the goals of the Order.

United We Ride

The CCAM developed *United We Ride*, a Federal interagency initiative aimed at improving the availability, quality and efficient delivery of transportation services for older adults, people with disabilities and individuals with lower incomes, by advancing the following goals:

- Simplify customer access to transportation;
- Reduce duplication of transportation services;
- Streamline federal rules and regulations that may impede the coordinated delivery of services; and
- Improve the efficiency of services using existing resources.

The Gila-Pinal Rides Transportation Coordination Committee (Gila-Pinal Rides Committee) comes from the United We Ride and Arizona Rides program with the same focus of improving transportation options to the residents of the CAG and Sun Corridor MPO Region.

Federal Funding Sources

Fixing America's Surface Transportation (FAST Act), signed into law in December 2015, is the current federal surface transportation legislation that supersedes the Moving Ahead for Progress in the 21st Century Act (MAP-21). Sections 5316 (Job Access and Reverse Commute (JARC) Program), and 5317 (New Freedom Transit Program) were repealed under MAP-21. The new legislation strengthens the requirement for coordination, funding limits and asset management and continues to require that all funded projects are included in a coordinated human services transportation plan. See the existing two key Federal funding sources described below.

Enhanced Mobility for Seniors and Persons with Disabilities (FTA Section 5310)

The Federal Transit Administration (FTA) Section 5310 program enhances mobility for seniors and persons with disabilities by providing funds to programs that serve the unique needs of transit-dependent populations. These services are in addition to those found under traditional public transportation services and the Americans with Disabilities Act (ADA) complementary para-transit services. The 5310 Program under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was a "*capital only*" program with a match of 80/20. However, under the FAST Act operational costs are now eligible for up to 45 percent of the allocated funds. Projects previously funded through Section 5317 may be a source for operating assistance under Section 5310.

In Arizona, the Section 5310 Program also receives an infusion of Surface Transportation Program (STP) funds each year that can be used for capital projects in rural areas.

The Federal government allocates funds to each state and large urban areas based on the population of elderly and residents who are disabled. The Arizona Department of Transportation (ADOT) is responsible for distributing funds to the rural and small urban areas of the state. With the corresponding funding changes found under the FAST Act, Arizona is evaluating how to distribute these funds to its rural regions in the future.

Rural Areas (FTA Section 5311)

FTA Section 5311 is a formula grant program for transportation services throughout rural areas (population under 50,000). The 5311 Program provides a source of funding to assist in the design and implementation of support services intended to meet the needs of transit operators in non-urbanized areas. The FTA specifically cites the use of coordination in an effort to make the best use of Federal funds. The match continues to be set at 80/20 for capital projects and 50/50 for operating expenses. ADOT is the designated recipient for Program 5311 funds and distributes them with a

sliding scale (see link <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/formula-grants-rural-areas-program-guidance-and-application>).

ADOT Coordinated Mobility Program

In rural portions of Arizona, ADOT manages the Section 5310 grant program. In response to the Federal United We Ride initiative and FAST Act requirements, ADOT began its coordinated mobility program to administer the grant programs and provide assistance and oversight for locally coordinated efforts.

Beginning in 2007, all Metropolitan Planning Organizations (MPOs) and Councils of Governments (COGs) in Arizona were required to adopt and annually update a coordination plan that inventories existing transportation services for elderly individuals, individuals with disabilities and low-income individuals; identifies unmet transportation needs and provides strategies for improving coordination to meet those needs. Each COG receives funding to carry out these responsibilities.

The coordination plan must be developed and approved through a process that includes seniors, people with disabilities and transportation providers, among others. The plan must also be coordinated, to the maximum extent possible, with the transportation programs of other Federal departments and agencies. All MPOs and COGs in Arizona must have a coordination plan in place in order for programs in their respective areas to be eligible for funding through the Section 5310 Program.

Eligible Recipients:

Formula funds from FTA are apportioned to ADOT as the direct recipient. In addition:

- States for rural and small urban areas (small Urbanized Areas or UZAs) and designated recipients chosen by the Governor of the State for large urban areas (large Urbanized Areas or UZAs);
- State or local governmental entities that operates a public transportation service;
- Direct recipients have flexibility in how they select sub-recipient projects for funding, but their decision process must be clearly noted in a state/program management plan;
- The selection process may be Formula-based, Competitive or Discretionary and sub-recipients include States or local governmental authorities, private non-profit organizations, or operators of public transportation. (For details, see Chapter 7 Priorities: Project Evaluation and Selection).

Eligible Activities:

At least 55 percent of program funds must be used for capital or “traditional” 5310 projects. Examples include:

- Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems, and mobility management programs.
- Acquisition of transportation services under a contract, lease or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program.

The remaining 45 percent is for other “nontraditional” projects. Under MAP-21, the program was modified to include projects eligible under the former 5317 New Freedom Transit Program, described as “Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.”

Examples include: Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs, and mobility management.

1.4 PLANNING PERIOD

This Plan for the CAG and Sun Corridor MPO will be the three-year update for Fiscal Year 2017 thru Fiscal Year 2019. Annual updates to this three-year Plan will be provided until the next three-year plan update takes effect. A broad range of jurisdictions are affected by the development of transit in the region and therefore approval of this program goes through multiple committees for review and approval. The activities in this Plan’s development are according to the following tentative schedule:

Gila-Pinal Rides Review	11/15/17
SCMPO TAC - 30-day Notice Approval	12/14/17
SCMPO Executive Board - 30-Day Notice Approval	01/09/18
Start of 30-Day Public Notice	01/10/18
End of 30-Day Public Notice	02/08/18
CAG TTAC for approval	02/08/18
SCMPO TAC for approval	02/22/18

CAG Management for approval	03/01/18
SCMPO Executive Board for approval	03/13/18
CAG Regional Council for approval	03/21/18
Submit Final DRAFT to ADOT.	03/22/18

See additional details of the adoption Timeline in Appendix 1.

1.5 DEVELOPMENT PROCESS

This document is an update to the Plan developed in coordination with CAG, the Sun Corridor MPO, the Gila-Pinal Rides Committee (Coordinating Council), area transit providers, human services agencies, area transportation committees, system users and other interested stakeholders. Surveys were conducted by using email lists and directly calling interested stakeholders. A copy of the survey questionnaire can be found in Appendix 2 of this document. Both the “providers” and “stakeholder” survey instruments were combined and distributed in August 2016, completed in September 2016 and compiled for use in this study prior to the 3-year draft submittal in October 2016.

The study review process included input and comments from the Gila-Pinal Rides Committee, the CAG Transportation Technical Advisory Committee (TTAC) and Management Committees, the Sun Corridor MPO Technical Advisory Committee (TAC) and Executive Board, as well as regional human service agencies whose clients reside and travel in Gila and/or Pinal Counties.

1.6 ELEMENTS OF THE PLAN

ADOT requires that each coordination plan, at a minimum, consist of:

- *An assessment of available services that identify current transportation providers (public, private and nonprofit);*
- *An assessment of transportation needs for individuals with disabilities and older adults;*
- *Strategies, activities and/or projects to address the identified gaps between current service and needs as well as opportunities to achieve efficiencies in service delivery; and*
- *Priorities for implementation are based on resources, time and feasibility.*

FTA requires that projects applying for 5310 program funds must be identified in a coordination plan. As such, the following chapters of the Plan are organized to present these required elements and other information that supports the overall planning process.

Chapter 1: Introduces the Section 5310 program and purpose, the region, law and regulations guiding the Plan, the planning period, the process and the elements of the Plan.

Chapter 2: Discusses current conditions in the region including organizational infrastructure, demographics, geographical information and the backgrounds for the Central Arizona Governments, Sun Corridor MPO and regional transit providers.

Chapter 3: Provides vehicle inventories and identifies unmet transit needs of the Region.

- Chapter 4:** Includes conditions assessment, provider feedback, performance data, gaps in service and service redundancies, organizational capacities, partnerships, coordination activities and infrastructure.
- Chapter 5:** Identifies trip generators for regional transit.
- Chapter 6:** Identifies barriers, opportunities and strategies in community transportation.
- Chapter 7:** Identifies performance priorities.
- Chapter 8:** Project evaluation and selection for federal funding
- Chapter 9:** Outlines the public input process for the Plan.

2. CURRENT CONDITIONS

2.1 ORGANIZATIONAL INFRASTRUCTURE

Central Arizona Governments

CAG is a quasi-governmental entity serving as a forum for public officials, citizens and other interest groups within Gila and Pinal Counties to adopt policies and plans that address various transportation issues. The role of CAG is to coordinate the activities of Federal, State, and Local agencies, provide assistance and encourage public participation in the long-term development of the area.

Although CAG serves Gila and Pinal Counties, the transportation coordination planning processes for rural and urbanized areas are shared by three different agencies. **Table 1: Population by Transportation Boundary within Gila & Pinal Counties** breaks down the estimated populations by the transportation boundaries in which the agency serves. The estimates originate from the American Community Survey 5-year estimates from 2010-2014.

Table 1: Population by Transportation Boundary within Gila & Pinal Counties

Community	Population
CAG	
Ak-Chin Indian Community	1,363
Gila County – (Remainder of unincorporated County)	17,720
City of Globe	7,463
Town of Hayden	612
Town of Kearny	2,394
Town of Mammoth	1,634
Town of Marana (Pinal County Portion)	0
Town of Miami	1,979
Town of Payson	15,234
Pinal County – (Remainder of unincorporated County within CAG Transportation Boundary)	33,132
San Carlos Apache Tribe – (Gila County portion)	5,587
Town of Star Valley	2,333
Town of Superior	2,886
White Mountain Apache Tribe – (Gila County portion)	2,003
Town of Winkelman	311
TOTAL:	94,651
SUN CORRIDOR MPO	
City of Eloy	17,062
City of Coolidge	12,058
City of Casa Grande	50,316
Pinal County – (Remainder of unincorporated County within Sun Corridor MPO)	30,428
TOTAL:	109,864

MAG	
City of Apache Junction – (Pinal County portion)	36,748
Gila River Indian Community – (Pinal County portion)	10,464
Town of Florence	26,513
City of Maricopa	45,388
Town of Queen Creek – (Pinal County portion)	240
Pinal County – (Remainder of unincorporated County within MAG Transportation Boundary)	119,534
TOTAL:	238,887
GRAND TOTAL:	443,402
<i>Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

CAG is working as a partner in coordination with the Sun Corridor MPO and other cities and towns in Gila and Pinal Counties. Several agencies operate transportation services within the CAG and Sun Corridor MPO Region, therefore a unified plan supporting the development of coordinated services would be appropriate. For the purposes of the ADOT grant application cycles from this point forward, unless otherwise noted in the future, this Plan will also include the Sun Corridor MPO providers and projects.

Sun Corridor Metropolitan Planning Organization

The Sun Corridor MPO is responsible for Transportation Planning within the MPO, including coordination planning. The Sun Corridor MPO was formed in 2013 in Pinal County. The CAG transportation boundary primarily borders the Sun Corridor MPO on the east side. The Sun Corridor MPO is also bordered to the south by the PAG Region while MAG primarily borders the north and west sides. MAG’s transportation planning boundary encompasses some cities and unincorporated areas within Pinal County. Facilitating trips across COG and MPO boundaries will be an important focus of coordination efforts. **Figure 2** displays the COGs and MPOs of the State while **Figure 3** displays the transportation boundaries for Gila and Pinal Counties.

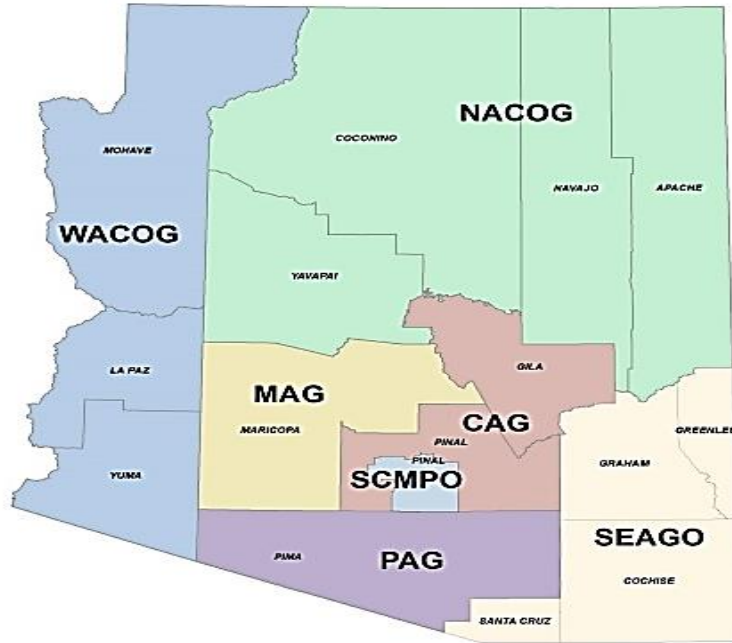


Figure 2: Planning Organizations and Councils of Government

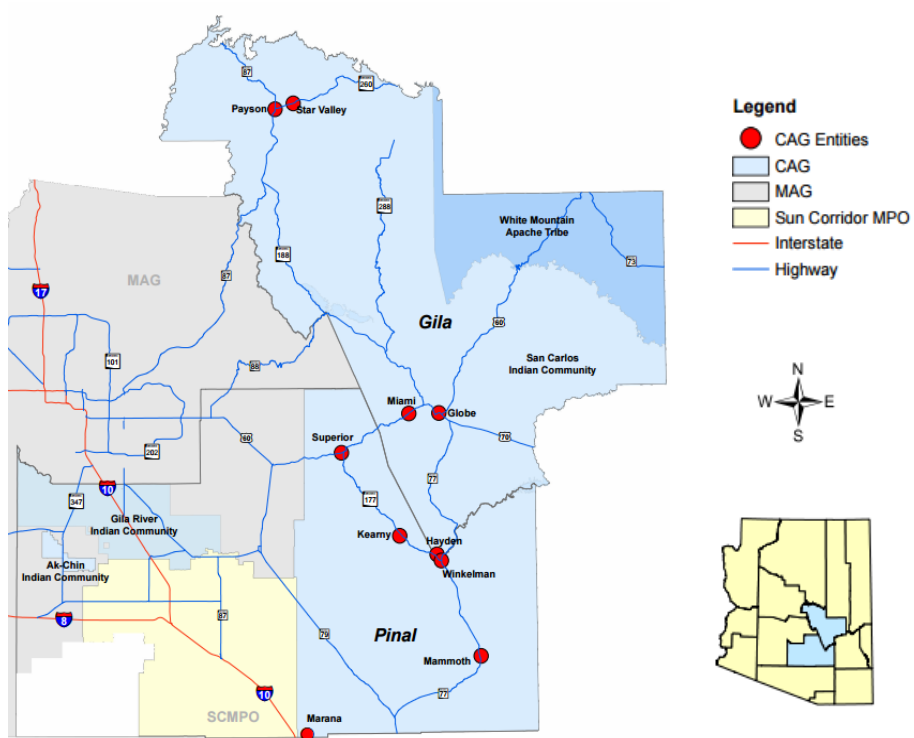


Figure 3: Transportation Planning Boundaries for Gila & Pinal

CAG Transportation Technical Advisory Committee (TTAC)

The CAG Transportation Technical Advisory Committee (TTAC) is the advisory council on all transportation issues within the CAG transportation boundary. All major transit issues from the Gila-Pinal Rides Committee are presented to the TTAC for information purposes. The TTAC does not make decisions on transit-coordinated issues; however, the TTAC ultimately does make recommendations to the CAG Regional Council.

Gila-Pinal Rides Committee

The Gila-Pinal Rides Committee is the steering committee for transit coordination issues within the CAG and the Sun Corridor MPO Region. The committee is comprised of transit providers and stakeholders from both Gila and Pinal Counties, and rotates meeting time and locations. Presently, the Regional Mobility Manager brings together all of the 5310 and 5311 providers, as well as interested stakeholders, to help coordinate transit, and to forward innovative ideas for the CAG and Sun Corridor MPO Region as a whole. The Gila-Pinal Rides Committee holds bi-monthly meetings with attendees from various agencies interested in public transportation. These attendees are representative in the CAG and Sun Corridor MPO Regional Transit Providers table shown on page 30. The meetings act as a forum to determine where the greatest needs are, to identify gaps in service, look for opportunities to coordinate services, provide collaboration among providers and help overcome the challenges faced throughout the Region.

Regional Context

The CAG Region and Sun Corridor MPO

The CAG and Sun Corridor MPO Region cover over 10,170 square miles of central Arizona. The CAG and Sun Corridor MPO Region is comprised of seventeen incorporated communities, and four Native American Communities. Gila and Pinal Counties reflect very different transportation challenges. Gila is primarily rural in nature, while Pinal contains more urbanized populations.

The urban-rural split has important implications for funding. Through coordination meetings, providers identified funding, training, reporting and asset management as major challenges for services in both rural and urban areas. Funding awarded to rural providers cannot be spent in urban areas while funding awarded to urban providers cannot be spent in rural areas. An additional challenge is identifying the overlap in services and resources to meet the needs of clientele, while not violating programmatic fund usage. Client populations vary, and due to medical conditions, may prohibit mixing some riders.

The CAG and Sun Corridor Region is served by several major transportation corridors. Interstate 8 traverses the region from west to east and Interstate 10 traverses from north to south. U.S. Highway 60 extends east through the State of New Mexico. U.S. Highway 60 connects with State Route 188 just

west of Globe and continues past Roosevelt Lake to State Route 87. State Route 87 provides travel between Payson and Metropolitan Phoenix.

Amtrak serves the region with a station in the City of Maricopa. Greyhound, in partnership with ADOT and Arizona’s rural communities, launched an “Intercity Connector” service between El Paso, Texas and Phoenix, at the end of calendar year 2015. Greyhound Connect brings service to the communities of Apache Junction, Superior, Globe, Peridot, Bylas, Thatcher, Safford and Duncan, Arizona, and connects those smaller communities with the national intercity bus network. For more information regarding Greyhound services and the connection between Casa Grande and Coolidge, see section 2.4 Service Inventory & Transit Agency Profiles.

Figure 4 depicts the boundaries of the CAG and Sun Corridor Region in relation to one another and its members.

Gila County includes the incorporated communities of Globe, Miami, Payson, Star Valley, Hayden and Winkelman. The unincorporated communities of Pine, Roosevelt, Strawberry, Tonto Basin and Young are also within the limits of the County boundary. Gila County covers land area of 4,796 square miles and serves a population of approximately 53,242 (American Community Survey 5-year estimate of 2010-2014).

Pinal County includes the incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Kearny, Mammoth, Maricopa, Superior and portions of Queen Creek and Marana. The unincorporated communities of Arizona City, Gold Canyon, Oracle, Saddlebrooke, San

Tan Valley and Queen Valley are also within the limits of the County boundary. Several communities, such as Casa Grande, Coolidge and Eloy have dual membership with CAG and the Sun Corridor MPO. Apache Junction, Florence, Maricopa and Queen Creek also have dual membership with CAG and the

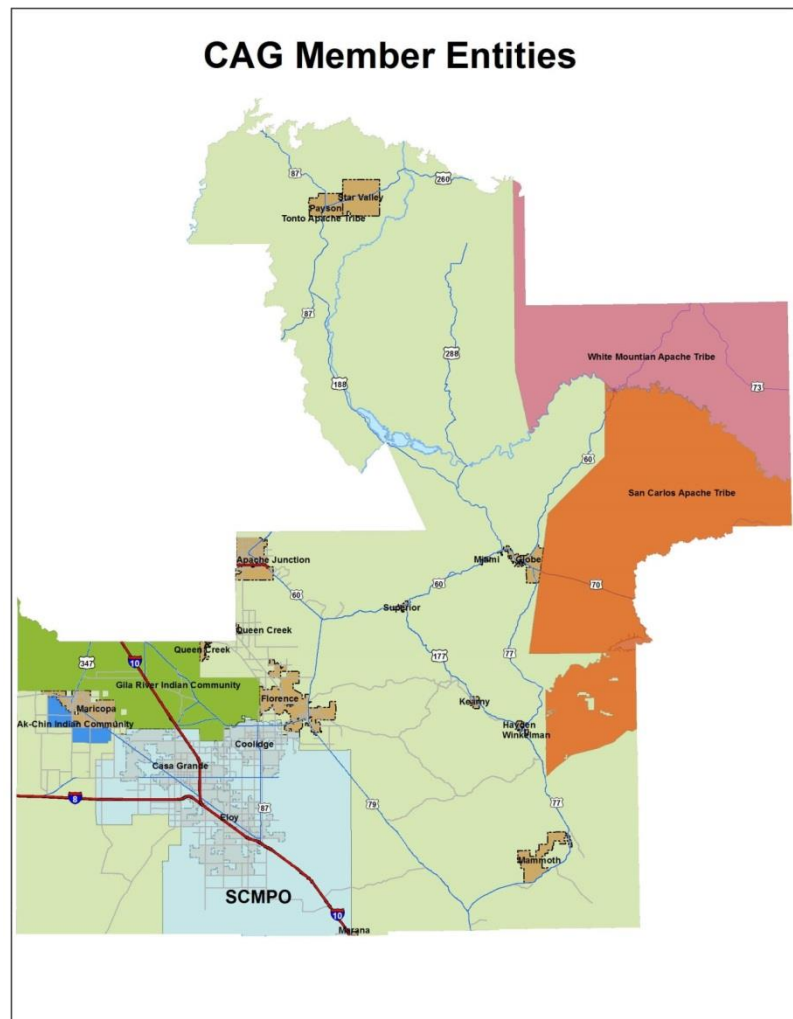


Figure 4: CAG Member Entities

Maricopa Association of Governments (MAG). Pinal County covers a land area of 5,374 square miles and serves a population of approximately 390,160 (American Community Survey 5-year estimate of 2010-2014).

2.2 DEOMOGRAPHICS

Demographic information is presented in this Plan to help provide a better understanding and more complete picture of the population in the CAG and Sun Corridor MPO Region, and in particular persons with disabilities, older adults and low-income individuals and households.

Census Geography

The Census information provided is available through the American Community Survey 5-year estimates of 2010-2014. For comparative purposes, demographic information for Arizona and the United States are also included where stated.

Population

The total population for Gila and Pinal Counties are listed in **Table 2: Gila & Pinal County Populations by Place**. **Table 3: Population, Land Area, & Density**, illustrates the population growth by density by year. As the American Community Survey 1-year estimates are not done for small communities, the Arizona Office of Economic Opportunities population estimates were used for single year estimates instead. The population growth in Pinal County alone has increased by over 220 percent since the year 2000.

Table 2: Gila & Pinal County Populations by Place

Community	Population
<u>GILA COUNTY TOTAL</u>	<u>53,242</u>
City of Globe	7,463
Town of Hayden	612
Town of Miami	1,979
Town of Payson	15,234
San Carlos Apache Tribe – (Gila County portion)	5,587
Town of Star Valley	2,333
White Mountain Apache Tribe – (Gila County portion)	2,003
Town of Winkelman	311
Gila County – (Remainder of unincorporated County)	17,720
<u>PINAL COUNTY TOTAL</u>	<u>390,160</u>
Ak-Chin Indian Community	1,363
City of Apache Junction – (Pinal County Portion)	36,748
City of Casa Grande	50,316
City of Coolidge	12,058
City of Eloy	17,062

Town of Florence	26,513
Gila River Indian Community – (Pinal County portion)	10,464
Town of Kearny	2,394
Town of Mammoth	1,634
Town of Marana – (Pinal County portion)	0
City of Maricopa	45,388
Town of Queen Creek – (Pinal County portion)	240
Town of Superior	2,886
Pinal County – (Remainder of unincorporated County)	183,094
<i>Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

Table 3: Population, Land Area, & Density

	<i>Pinal County - (5,374 Square Miles)</i>		<i>Gila County - (4,796 Square Miles)</i>	
	<i>Population</i>	<i>Persons/Square Mile</i>	<i>Population</i>	<i>Persons/Square Mile</i>
AZ State 2014 (Estimates)	396,237	73.7	54,219	11.3
AZ State 2013 (Estimates)	393,813	73.3	53,670	11.2
AZ State 2012 (Estimates)	389,192	72.4	53,626	11.2
AZ State 2011 (Estimates)	384,231	71.5	53,577	11.2
Census 2010	375,770	69.9	53,597	11.2
Census 2000	179,727	33.4	51,335	10.7
Census 1990	116,379	21.7	40,216	8.4

Source: U.S. Census Bureau, Arizona Department of Administration – Office of Employment & Population Statistics (now Office of Economic Opportunity)

Vehicle Availability and Travel Time

In Pinal County, 4.4 percent of housing units that have no vehicles available, whereas Gila County has 7.9 percent of occupied housing units with no vehicles available. The percentage of occupied housing units with no vehicles available is lower in the Region than in the entire country. However, when compared to the State of Arizona, Pinal County’s average is lower, while Gila County is slightly above. See **Table 4: Occupied Housing Units with No Vehicles Available, Travel Time to Work.**

Table 4: Occupied Housing Units with No Vehicles Available, Travel Time to Work

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Occupied housing units	126,128	20,824	2,387,246	116,211,092
No vehicles available	5,535	1,652	164,029	10,594,153
Percent	4.4%	7.9%	6.9%	9.1%
Median travel time to work (minutes)	31.3	20.7	24.7	25.7

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table DP04: Selected Housing Characteristics; Table DP03: Selected Economic Characteristics

Although most clients/residents using services provided by 5310 funding are not typically the commuting public, travel to and from work affects travel conditions for all residents. Median travel time to work in Pinal County is higher than the average for Arizona and for the United States while in Gila County is slightly below. See **Table 5: Comparisons of Time Leaving Work.**

Table 5: Comparisons of Time Leaving for Work

	<i>Pinal County</i>	<i>% of Commuters</i>	<i>Gila County</i>	<i>% of Commuters</i>
Total Commuters	125,038	-	16,816	-
12:00AM - 5:59AM	30,664	24.5%	4,159	24.7%
6:00AM - 8:59AM	65,509	52.4%	9,005	53.6%
9:00AM - 11:59AM	8,148	6.5%	1,480	8.8%
12:00PM - 3:59PM	9,938	7.9%	1,420	8.4%
4:00PM - 11:59PM	10,779	8.6%	752	4.5%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B08302: Time Leaving Home to Go to Work

Poverty Status

Gila County's poverty rate is 22.4 percent, higher than both the Arizona national rates. Pinal County's poverty rate at 16.8 percent is slightly lower than the Arizona rate and slightly above the national rate. See **Table 6: Poverty Status in the Past 12 Months**.

Table 6: Poverty Status in the Past 12 Months

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population base*	364,937	52,263	6,411,354	306,226,394
Population below poverty level	61,397	11,705	1,169,309	47,755,606
Percent	16.8%	22.4%	18.2%	15.6%
Population age 65+	61,319	12,972	962,548	41,871,247
Population below poverty level age 65+	5,247	1,024	82,492	3,926,219
Percent of people age 65+	8.6%	7.9%	8.6%	9.4%

*The population base for which poverty status is determined does not include unrelated individuals under 15 years of age, people living in college dormitories, or individuals living in institutional group quarters.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1701: Poverty Status in the Past 12 Months; Table B17001: Poverty Status in the Past 12 Months by Sex and Age.

Income and Unemployment

Household income for Gila County is significantly less than the Arizona and national averages, while Pinal County has a median household income that is slightly higher than the Arizona average, but lower than the national average.

Average unemployment rates for both Gila and Pinal Counties are higher than those of Arizona and United States. See **Table 7: Income & Unemployment**.

Table 7: Income & Unemployment

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Median household income	\$50,248	\$40,042	\$49,928	\$53,482
Percent of civilian labor force unemployed	11.6%	12.1%	9.9%	9.2%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1903: Median Income in the Past 12 Months (in 2014 Inflation-adjusted Dollars); Table S2301: Employment Status

Age

The Region is composed of a largely diverse age population. In Pinal County, the largest populations are in the 24 to 44 and less than 18 years-of-age ranges. For Gila County, the largest populations are in the 45 to 64 years of age and 65 years and older. These differences in ages of the populations reflect the transportation needs of each County. **See Table 8: Populations by Age Group.**

Table 8: Population by Age Group

	<i>Pinal County</i>	<i>Gila County</i>
Under 18 years of age	99,708	11,035
Age 18 to 24 years	31,823	3,888
Age 25 to 44	106,330	9,606
Age 45 to 64	90,352	15,530
Age 65 years and older	61,947	13,183
TOTAL:	390,160	53,242

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01001: Sex by Age

Disability Status

Approximately 12.7 percent of the civilian, non-institutionalized population in Pinal County has a disability. This is slightly higher than the percentage for Arizona and that of the United States. For Gila County, the percentage of the population with a disability rises to 19.3 percent and is significantly higher than that of Arizona and the national rates. **Tables 9 thru 11** breaks down the populations by disability status, type and age group respectively.

Table 9: Disability Status

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population with a disability*	46,667	10,139	767,091	37,874,571
Percent	12.7%	19.3%	11.9%	12.3%

**Population is based off of civilian non-institutionalized population.*

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics

Table 10: Disability Status by Type

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Civilian non-institutional population	366,822	-	52,431	-
With a disability	46,667	12.7%	10,139	19.3%
With a hearing difficulty	13,946	3.8%	3,621	6.9%
With a vision difficulty	8,069	2.2%	2,095	4.0%
With a cognitive difficulty	17,137	4.7%	3,588	6.8%
With an ambulatory difficulty	24,689	6.7%	5,551	10.6%
With a self-care difficulty	9,024	2.5%	1,992	3.8%
With independent living difficulty	16,460	4.5%	3,310	6.3%

NOTE: Percentages (%) are calculated from total civilian non-institutional population. Any given person may have more than one disability and therefore the "disability difficulties" shall not be summarized for final total calculation purposes.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics

Table 11: Disability Status by Age Group

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Under 5 years of age	93	0.3%	34	1.1%
Age 5 to 17 years	4,119	5.7%	582	7.3%
Age 18 to 64 years	23,578	11.5%	4,807	16.9%
Age 65 years and over	18,877	30.8%	4,716	36.4%

NOTE: Percentages (%) calculated from total civilian non-institutional population of the particular age group.

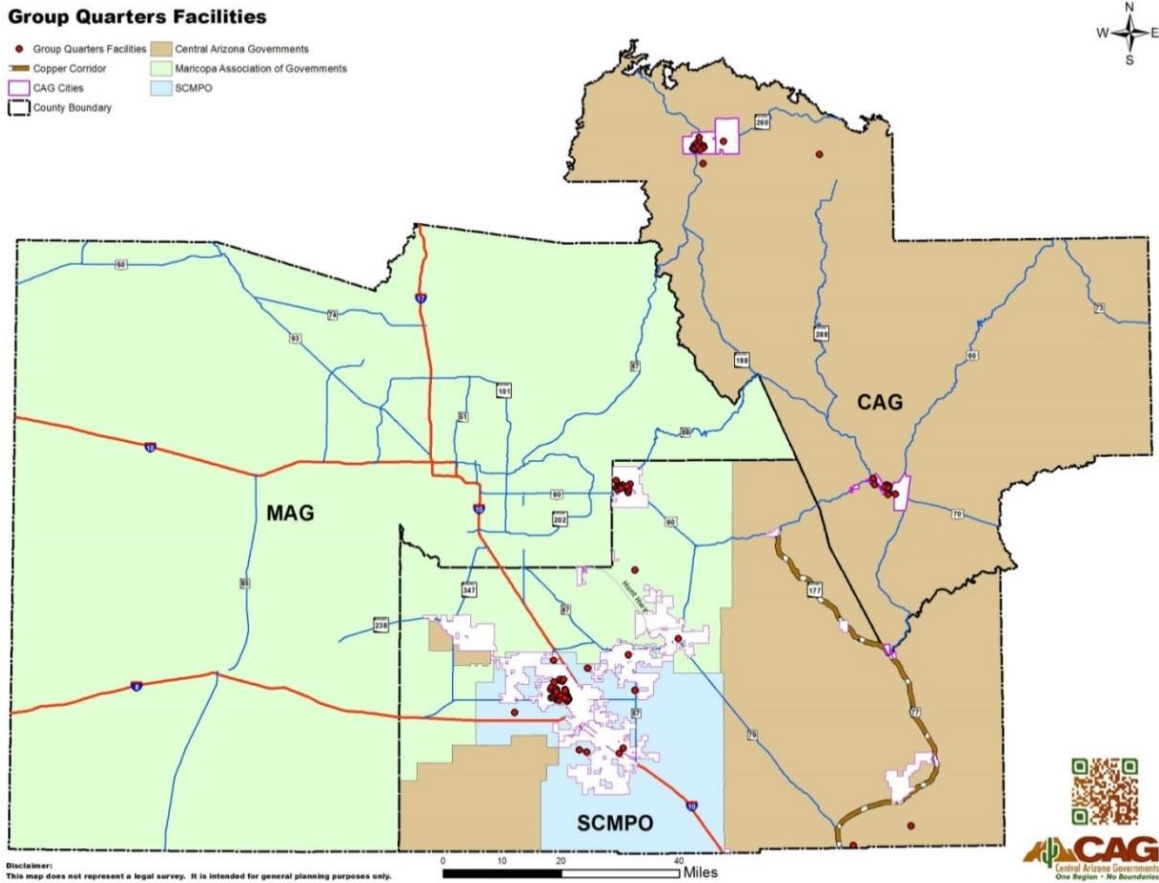
Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics

Origins and Destinations

This section documents significant travel origins and destinations in the CAG and Sun Corridor MPO Region for special needs transportation services.

Origins

Travel often originates in residential areas, including low-income rental housing, assisted living facilities or nursing homes, low-income apartments and those classified by the U.S. Census as Group Quarters. CAG collects this data annually from the communities in the region and reports it to the Arizona Office of Economic Opportunities. There are approximately 109 Group Quarter facilities identified within the Region. **See Figure 5: Group Quarter Facilities** for general locations of identified Group Quarters. However, for confidentiality and safety reasons, Domestic Violence shelters not shown.



**Figure 5: Group Quarter Facilities
Current COG/MPO Transportation Planning Boundaries**

Travel Destinations

Travel destinations for special needs populations include large employers, commercial areas, medical facilities, clinics, and human service agencies. Pinal County has a high employment sector within the State Prisons due to the location of fourteen adult prisons and two juvenile detention centers within the County boundary. Destinations of significance are listed by category in **Figure 6: Regional Transit Service Map**.

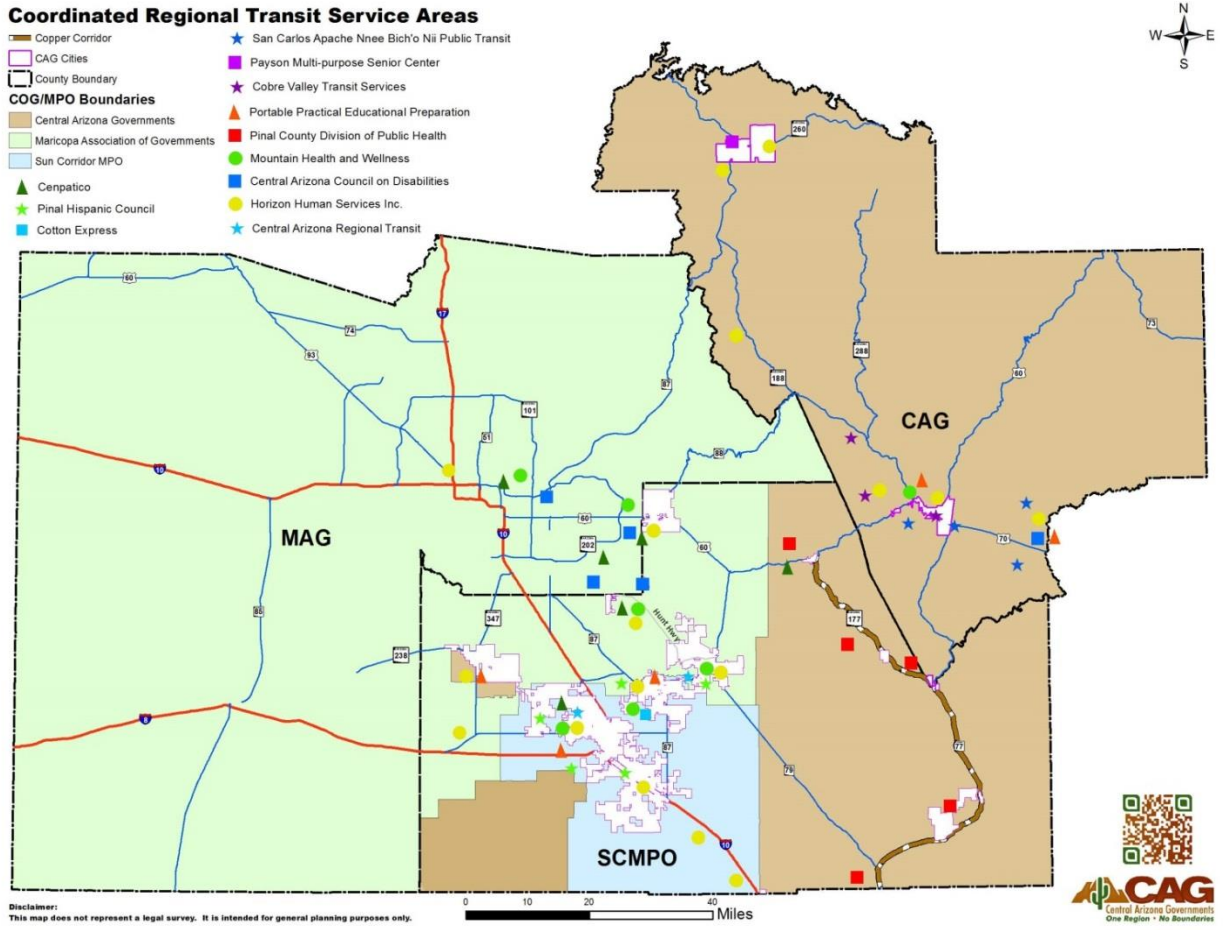


Figure 6: Regional Transit Service Map

Colleges

Colleges that serve the Region include Central Arizona College, Gila Community College, Rio Salado and Mesa Community College.

Medical Facilities

Important medical facilities to note within Gila and Pinal Counties are listed in **Table 12: Major Medical Facilities in the CAG & Sun Corridor MPO Region**. Many residents travel to Maricopa County for medical facilities.

Table 12: Major Medical Facilities in the CAG & Sun Corridor MPO Region	
Facility	Location
Banner Payson Medical Center	Payson – (Gila County)
Cobre Valley Regional Medical Center	Globe – (Gila County)
San Carlos Dialysis	Peridot – (Gila County)

Apache Junction Dialysis Center	Apache Junction – (Pinal County)
Banner Ironwood Medical Center	San Tan Valley – (Pinal County)
Banner Goldfield	Apache Junction – (Pinal County)
Casa Grande Banner Medical Center	Casa Grande – (Pinal County)
Fresenius Kidney Care & Santan Dialysis	Florence – (Pinal County)
Florence Hospital at Anthem	Florence – (Pinal County)
Fresenius Kidney Care & Mammoth Dialysis	Mammoth – (Pinal County)
Western Skies Dialysis	Casa Grande – (Pinal County)
Casa Grande Dialysis	Casa Grande – (Pinal County)
Gila River Dialysis	Sacaton – (Pinal County)
Banner Heart Hospital	Mesa – (Maricopa County)
Mayo Clinic	Scottsdale – (Maricopa County)
Veteran’s Medical Center	Phoenix – (Maricopa County)

Employers

Major employers in the Pinal portion of the CAG and Sun Corridor MPO Region are in the public administration and retail trade industry. Similarly, in Gila County, retail trade is in the top two industries, while the largest employment sector is other services (except public administration). **Table 13: Top Employers**, lists the top 15 largest job producers within Gila and Pinal Counties by County.

Table 13: Top Employers			
Top Pinal County Employers		Top Gila County Employers	
	Jobs		Jobs
Arizona State Prison Complex	3,000	ASARCO Hayden Operations	1,200
Arizona Department of Corrections	1,186	Freeport-McMoran	638
Reginal Care Service Corporation	850	Apache Gold Casino	400
Casa Grande Banner Medical Center	800	BHP Copper Company	300
Walmart Distribution Center	736	Freeport-McMoran	300
Harrah’s Ak-Chin Casino	600	Banner Payson Medical Center	300
Central Arizona Detention Center	590	Cobre Valley Community Hospital	245
Hexcel Corporation	550	Walmart Supercenter	230
Abbot Nutrition	500	BJ Cecil Trucking Incorporation	200
Arizona Renaissance Festival – (Seasonal)	500	San Carlos Housing Authority	153
Frito-Lay Incorporation	450	Gila County Sheriff	150
Walmart Supercenter	400	Payson Town Hall	150
Walmart Supercenter	350	U.S. Forest Service, Ranger Station	150
Walmart Supercenter	340	San Carlos Hospital	135
Casa Grande Union High School	300	Safeway	133

Source: Central Arizona Governments 2012 Employer Database

Target Market

As background for the Plan, CAG made an assessment of possible transit ridership, jobs-housing balance for the region, services currently available and current service barriers. In addition, the Plan identifies geographic and boundary issues that affect coordination activities.

Certain population types tend to use transit more often than the choice rider, which is a rider who is not dependent on public transportation. Riders who are transit dependent are more likely to use alternative transportation systems than those who own a personal vehicle. This Plan looks to improve transportation services for population types that typically become transit dependent such as people with a disability and seniors above the age of 65.

Before strategies are considered for implementation, it is vital to assess the current demographics and travel modes of rural/urban area residents. Many times individuals fit into a combination or all the categories. During the development of the Plan, CAG collected information to understand where the focus of transit service should be. CAG observed data of these population types to the total population to determine the percentage of the total population type represented. In many instances, improving transportation services for one group could provide corresponding benefits to all groups.

People with Disabilities

For the general population, the ability to drive helps define personal mobility. For people with disabilities, the concept of personal mobility is much more complex.

The disabled population is one of the least likely groups to own a car or have the ability to drive. As such, they must rely on either public transportation or other forms of transit. Based on the Americans with Disabilities Act (ADA) definition, the FTA defines a disability by:

- A physical or mental impairment that substantially limits one or more major life activities of such individual
- A record of such impairment
- Being regarded as having such impairment

However, the U.S. Census defines disability as a long lasting physical, mental, or emotional condition and is self-reported. Therefore, some discrepancies exist between the two measurements. As Table 9: Disability Status indicates, 12.7 percent or 46,667 people in Pinal County area have a disability and 19.3 percent or 10,139 people in Gila County have a disability.

In addition to transportation (mobility), employment can be a significant contributor to the social well-being within the disabled population. As a large percentage of the disabled population also represent zero vehicle households, transit dependency can have a compounding effect on employment making public transportation and other modes of transit very important for this population.

Low Income

Limited or lack of access to employment centers can become a significant barrier to overcoming poverty, as many low income individuals have limited or no access to a personal vehicle. The FTA defines low income or limited incomes as falling below 150 percent of the federal poverty level. As Table 6: Poverty Status in the Past 12 Months indicates, 22.4 percent and 16.8 percent of the populations of Gila and Pinal County live below the poverty level at respectively. The poverty level for individuals 65 and over is 7.9 percent and 8.6 percent respectively.

Job Location

An efficient and effective public transportation system must reach the location of principal employers. The Pinal County Transit Feasibility Study completed in 2011, demonstrated that long distances between developed areas create long job commutes. With high travel costs, economically challenged individuals and families are particularly sensitive to commute costs and represent a strong potential transit market.

Land use zoning continues to influence future development locations for both commercial and residential uses. Consolidation of similar business purposes such as industrial and heavy industrial are the results of current zoning practices. Casa Grande, as an example, is rezoning industrial areas along their western fringes, with southern portions of Coolidge and western sections of Eloy following the same pattern. The majority of industrial growth in Pinal County is occurring along the interstate and rail corridors. Conversely, residential areas are continuously expanding in San Tan Valley, City of Maricopa and the northern fringes of the City of Casa Grande. This type of urban sprawl will present further difficulties to the public transit system. As a result, longer commute distances between residential areas and employment centers would create larger coverage areas. This in turn would create the need for expansion of the public transit system.

Location of Support Services

It is beneficial to provide access to not only employment and residential centers, but also to support services serving the target clientele of this Plan (people who have a disability and seniors). In many rural areas, it is difficult for the transit dependent community to travel the long distances between social services and their residential communities. Rural transit helps bridge the spatial divide between people and services. In many instances, human service agencies serve as the provider of public transportation. The role of these entities varies, with some agencies engaging in the purchase of vehicles and enlisting drivers while others contract with larger transit providers.

2.3 ENVIRONMENT

The physical landscape of the CAG and Sun Corridor MPO Region is distinctively unique, ranging from the low-lying desert terrain of southern Pinal County, to the steep hills and mountains characteristic of Northern Gila County. As displayed in **Figure 7: Arizona Geologic Provinces**, the State of Arizona encompasses three geologic physiographic provinces: The Colorado Plateau to the North, the Basin and Range Province to the South, and the intervening Central Heights (Transition Zone) which runs through the central interior region of the state.

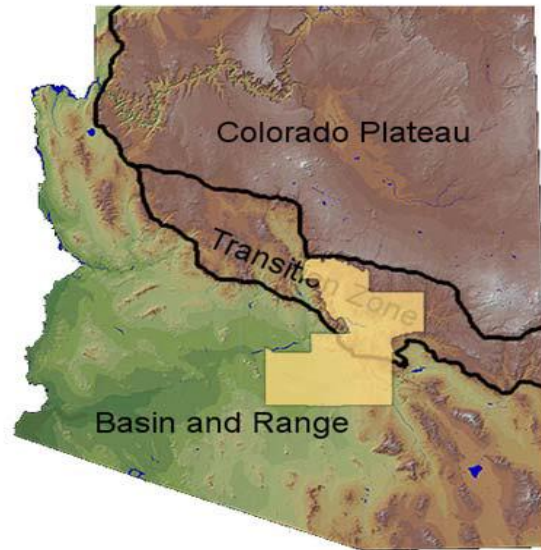


Figure 7: Arizona Geologic Provinces

Pinal County

The topography of Pinal County, located in the southern part of the Region, ranges from level and gently sloping foothills located on the valley slopes and floodplains, to more distinctively sloped hills and mountains, which are located throughout the county. Elevations in Pinal County range from approximately 1,000 feet above mean sea level in the lower lying desert areas, to a high point of approximately 6,158 feet in the mountains located in the far eastern portion of the county, which are adjacent to Graham County. **Figure 7: Arizona Geologic Province** reflects the physiographic features and characteristics, which are indicative of the particular zone.

The Basin and Range Province is characterized by extremely dry desert lowlands with annual precipitation ranging from 4 to 12 inches. The Basin and Range Province is comprised of a series of north to northwest trending, fault-block mountain ranges flanked by broad gravel fans, which slope from the foot of the mountains down into the basins. These regional mountain ranges incorporate a diversity of Proterozoic to Cenozoic rock formations, which display very complex structural and metamorphic histories.

Gila County

The topography of Gila County located in the northern part of the CAG Region ranges from moderately to intensely steep hills and mountains, interspersed with gently to strong sloping valley plains and stream floodplains. Elevations in Gila County range from approximately 1,950 feet above mean sea level near the lower lying desert terrain regions located along the Gila River in the southern area of the County, to a height of 7,915 feet of Promontory Butte, located in the extremely mountainous, northern area of the County along the Mogollon Rim. In direct correlation with topographical elevation, Gila County contains heavily forested areas and numerous grassland

meadows in the northern highlands, and mountainous desert regions in the southern part of the County that are covered with various desert cacti, flora and fauna.

The southern part of Gila County contains desert terrain and is located within the Basin and Range Province. However, the majority of Gila County is located within the Central Highlands zone, geographically situated in between the Colorado Plateau to the north, and the Basin and range Province to the south.

The Central Highlands zone is characterized as being a topographically diverse region, featuring deep canyons, high peaks and contains a number of interspersed mesas, valleys and small mountains. Because this transition zone contains physiographic aspects, which are relevant to both the Colorado Plateau and the Basin and Range Province, it conveys little resemblance to either geologic zone. The geological structure of this zone is extremely diverse, and the numerous types of rock formations have exerted a strong influence upon both the landforms located throughout Gila County and the development of various soil types. The Central Highlands Province also stimulates precipitation by forcing prevailing northerly flows of warm, moist air to the higher and much cooler elevations of the Region.

Climate & Precipitation

The climate of the CAG and Sun Corridor MPO Region is extremely diverse, and contains various climatic zones ranging from the high altitude, coniferous forests of northern Gila County, to the warm and dry Sonoran Desert located in the southern part of Pinal County. The average annual precipitation ranges from approximately 2 to 9.5 inches in the lower desert regions, to a range of approximately 14 to 25 inches in the mountains and areas of higher elevation. The variability in climate results from vast differences in elevation, regional distribution of topographical features and variations in rainfall. Such variability contributes to the noticeable differences in fauna and flora dispersed throughout both Gila and Pinal Counties.

The CAG and Sun Corridor MPO Region is characterized by two distinctive rainy seasons. The winter rain season generally lasts from December to March, and results from precipitation that originates over the Pacific Ocean and the Gulf of Alaska, and moves eastward across California into Arizona. The winter rainy season usually accounts for the majority of the overall percentage of Pinal and southern Gila County's annual average precipitation. In the northern highlands of the CAG Region, this precipitation generally results in several inches of snowfall. The other rainy season, commonly referred to as the monsoon season, occurs between the months of July and September. This particular rainfall is the result of relatively moist, warm air from a seasonal Bermuda high-pressure system geographically situated over the Gulf of Mexico. This established, incoming northwestern airflow from the Gulf of Mexico causes the hot and unstable air located throughout the lower lying desert regions to rise by processes of convection, and typically generates severe thunderstorms and heavy rainfalls within a short duration of time. **Figure 8: Average Annual Precipitation** displays the average precipitation throughout the State of Arizona.

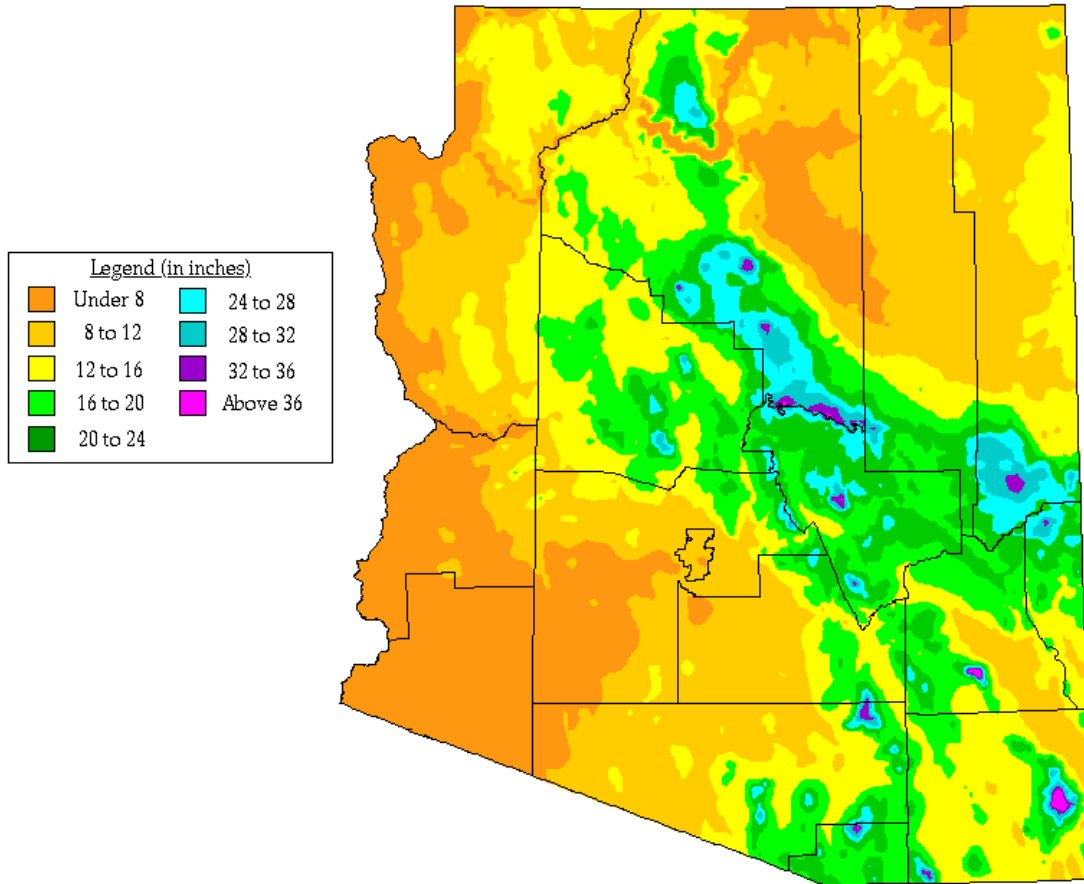


Figure 8: Average Annual Precipitation

The climate in southern Gila County and Pinal County is characterized by mild winters and hot summers. The climate within northern Gila County is relatively mild throughout both the summer and winter seasons. Average temperatures range from a January minimum of 23.7 degrees in Payson to a July maximum of 107.0 degrees in Coolidge. Although the CAG and Sun Corridor MPO Region is topographically and climatically diverse, most of the precipitation within the Region occurs during the two rainy seasons of winter and summer, with dryer periods of weather occurring during the spring and fall.

2.4 SERVICE INVENTORY & TRANSIT AGENCY PROFILES

Human Services Transportation Level of Service

Many human services agencies provide some form of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs and the agencies' resources. Transportation services provided by human service agencies can be placed in one of four categories listed below in descending order of involvement and complexity.

1. Provide transportation by operating vehicles to transport their clients.

2. Through formal arrangements, contract with other transportation providers for clients' transportation needs.
3. Subsidize transportation by providing clients with bus fare, taxi vouchers, mileage reimbursement, or cash.
4. Arrange for transportation by assisting clients with trip planning and information on transportation options.

Coordination, and participation in the coordination planning process, is a potential benefit to all agencies regardless of the level of service provided.

CAG & Sun Corridor MPO Region Transit Providers

General profiles for each of the active Coordinated Mobility Providers are in **Table 14: Active Coordinated Mobility (5310 & 5311) Providers**. Active providers are 5310 providers that are involved in the Gila-Pinal Rides Committee and engaged in community cooperation to improve travel opportunities for elders and people with disabilities. Profiles of each of the active providers are listed at the end of this section. **Figure 6: Regional Transit Service Map** (referenced earlier in the Plan) can also help to facilitate further coordination between the CAG and Sun Corridor MPO 5310 Program providers.

Table 14: Active Coordinated Mobility (5310 & 5311) Providers	
<i>Providers</i>	<i>Main Office Location</i>
Achieve Human Services	Casa Grande
Ak-Chin Indian Community	Sacaton
Central Arizona Regional Transit (CART)	Coolidge
Coolidge – Cotton Express	Coolidge
Hope Lives	Casa Grande
Horizon Health & Wellness	Casa Grande
Payson Multipurpose Senior Center	Payson
Pinal County – On The Go Express	Florence
Pinal-Gila Council for Senior Citizens	Casa Grande
Pinal Hispanic Council	Eloy
San Carlos Apache Tribe – Nnee Bich’ o Nii Transit	Peridot
Gila River Indian Community – Salt River Transit	Sacaton
Town of Florence – Dorothy Nolan Senior Center	Town of Florence
Town of Kearny	Kearny
Town of Miami – Cobre Valley Community Transit	Miami
White Mountain Tribal Community (Became active in 2016)	Whiteriver, AZ

<i>Commercial Transportation Providers</i>	<i>Site Location</i>
Casa Grande Executive Car Service	Casa Grande
Pinal Connections	Casa Grande
Safe Ride and Statewide Express Transportation	Various

CAG and the Sun Corridor MPO also reach out to local stakeholders to form partnerships to participate within the Gila-Pinal Rides Committee in an effort to provide the most comprehensive, effective transportation coordination for the CAG and Sun Corridor MPO Region. **Table 15: Non-Active Coordinated Mobility (5310) Providers** list those that are currently non-active in coordination.

Table 15: Non-Active Coordinated Mobility (5310) Providers	
<i>Providers</i>	<i>Main Office Location</i>
Arizona Foundation for the Handicapped	Casa Grande
Banner Casa Grande	Casa Grande
Catholic Community Services	Tucson
Central Arizona College	Casa Grande
City of Globe	Globe
Community Alliance Against Family Abuse	Apache Junction
DES/DDD – Coolidge	Coolidge
Dorothy Powell Senior Adult Center	Casa Grande
Eloy Adult Center	Eloy
Gila County GEST	Globe
Globe Active Adult Center	Globe
Hayden Senior Center	Hayden
Lutheran Social Services of the Southwest	Tucson
Miami Senior Center	Miami
Portable Practical Education Preparation (PPEP)	Tucson
Superior Senior Center	Superior

As part of the coordination among transit providers, **Table 16: 5310 Training & Workshops Hosted by CAG & Sun Corridor MPO** list of expected opportunities throughout the 2017 calendar year for 5310 providers to receive assistance within the Region.

Table 16: 5310 Training & Workshops Hosted by CAG & Sun Corridor MPO
<i>Training or Workshop Session</i>
Grant Writing Workshop
True Cost of Transit, Transit Budget
Data Collection Workshop
Grant Compliance Workshop
FAST ACT, Transportation Bill
Vehicle % Asset Management
Best Practices, Transit Management
Driver PASS Training
Grant Management

Dates and locations will be announce once available.

CAG & Sun Corridor MPO Region Transit Providers

In the recent survey, 55 percent of human service agencies who responded were slightly more likely to limit the kinds of trips provided within their transportation services. Even though limits were imposed over this last year, priority trips were granted for shopping, AHCCCS-required and non-emergency medical trips. Currently not one of the agencies responding to the survey contracts to another provider, the focus is to transport their clients and using their own vehicles.

According to agencies responding to the survey, the average number of one-way client trips made in 2015 was 17,488. Agency vehicles are not the only form of transportation that clients are using. Case managers, part-time employees and others willingly use their private vehicles to transport clients to and from visits for counseling, shopping, doctor visits and other necessary trips. When agency vehicles are not used to transport clients the average reimbursement provided to the owner of the vehicle is 45 cents per mile. For agencies that paid out mileage to employees, personal vehicles, on average, transported clients a total of 19,681 miles. The average number of trips provided, using personal vehicles, during 2015 was approximately 1,339.

When agencies were asked if they are aware of activities, or destinations for which more transportation is needed, 55.6 percent agreed that more services are needed in order to serve their clientele.

The following pages are the individual profiles of Section 5310 and 5311 providers in Gila and Pinal Counties. This information is self-reported and updated annually.

Achieve Human Services
Pinal County



General program information:

Mission

Empower the individuals that we serve to live their lives to their greatest potential.

Vision

We lead in the development and delivery of innovative programs designed to strengthen individuals and build stronger communities.

Services

Achieve Human Services is a non-profit organization that provides employment services to individuals with documented disabilities. Achieve Human Services offers the following services: Center Based Employment, Group Supported Employment and Individual Supported Employment/Support Aide.

Overview of Program

Service:

Client transportation services

Applicant Status:

501 (c)(3) Non-Profit

Service Area:

See Figure 6

Major Funding Source:

Private Pay, State, and Federal

Number of Vehicles: 5

Annual Data Year: 2017

Annual Trips: 7,500

Annual Hours: 2,500

Annual Miles: 40,000

Contact:

Deana Salter

dsalter@achievehs.org

Phone: 928-341-4170

Address: 3151 N. Piper Ave.

#B117

Casa Grande, AZ 85131

Current Coordination/Needs:

Coordinate with area group homes when members are living in congregate settings.

Unmet Needs:

Achieve Human Services is requesting a replacement van for VIN 1FBSS31L72HB79899.

Central Arizona Regional Transit (CART)

Pinal County



(This program profile did not change from 2017.)

The Central Arizona Regional Transit (CART) is operated by the City of Coolidge and its partners including Florence, Central Arizona College and Pinal County. The Central Arizona Regional Transit (CART) is a fixed route connector service connecting Coolidge, Florence, Central Arizona College and the Greyhound Terminal in Casa Grande. Central Arizona Regional Transit (CART) also utilizes a commuter route in the early mornings from 5:05 am -7:07 am and in the late afternoon from 4:25 pm – 6:25 pm. Two Vehicles are used daily. One is used as a backup. The Central Arizona Regional Transit Routes Hours of Operation are from 5:15 am – 8:00 pm Monday through Friday.

Central Arizona Regional Transit fares are \$2.00 for a one-way pass or \$4.00 for a daily pass. College students with school ID are \$1.00 each way or \$2.00 for a daily pass. The highest trip purpose is education, followed by commuters commuting to work, and health/medical. The Central Arizona Regional Transit has a large volume of student riders. Most other rides are for shopping and medical services.

In addition to fare revenue, the Central Arizona Regional Transit is funded by the City of Coolidge, Town of Florence, Central Arizona College, Pinal County, and by the Federal Transit Administration (FTA) 5311F Program, managed by the Arizona Department of Transportation (ADOT).

Overview of Program

Service: *Fixed Route Connector*

Applicant Status: *Local Government*

Service Area: *From Coolidge to Casa Grande*

Major Funding Source:
5311F–Rural Public Transit

Number of Vehicles: *3*

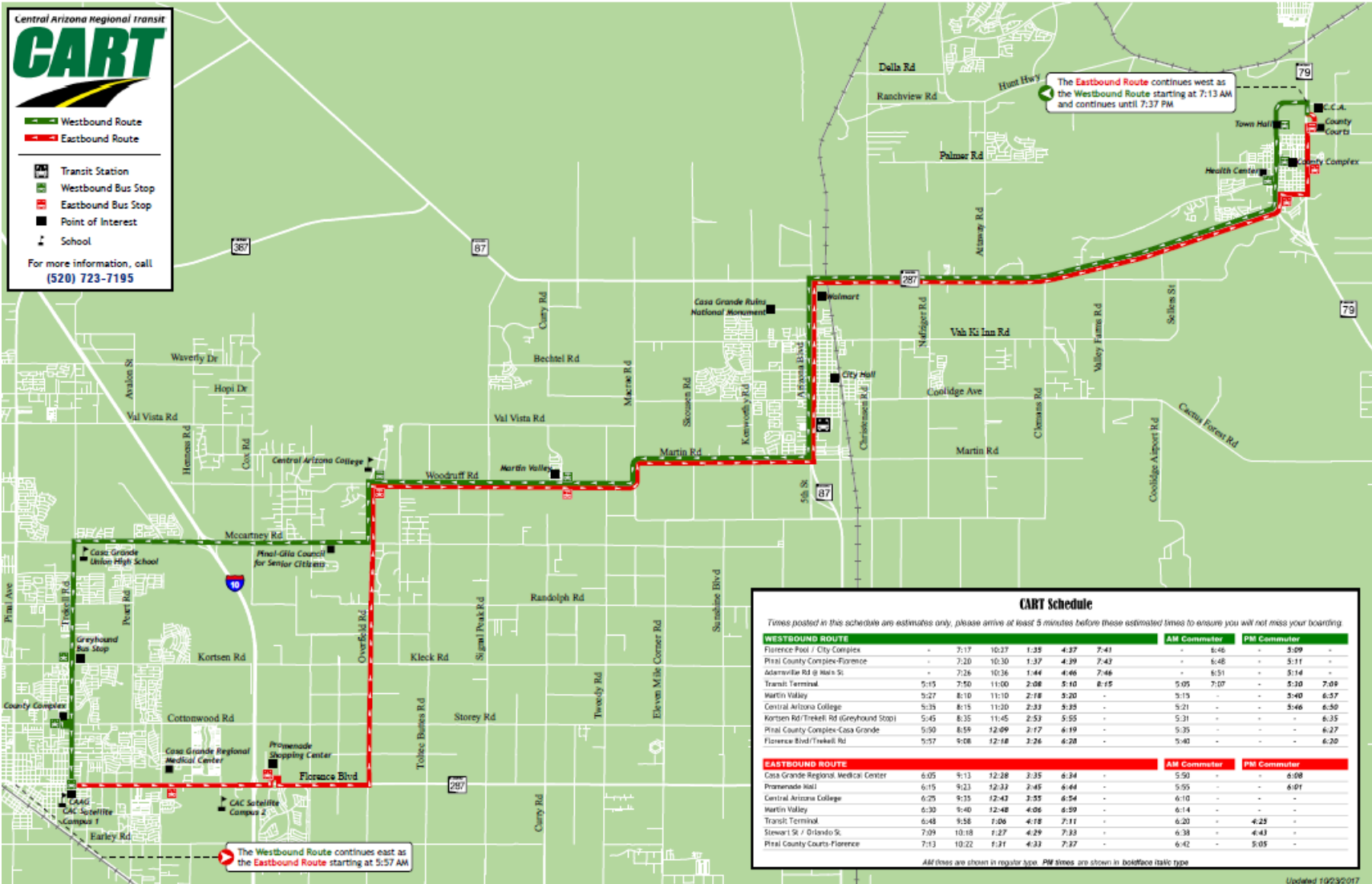
Annual Trips: *20,370*

Annual Hours: *9,360*

Annual Miles: *132,015*

Contact: Mike Meyer
mmeyer@coolidgeaz.com
(520) 251-1041

Current Coordination/Needs:



Coolidge – Cotton Express

Pinal County



(This program profile did not change from 2017.)

The Cotton Express is operated by the City of Coolidge with a fleet of five 18-passenger, wheelchair accessible buses. Four vehicles operates daily. One vehicle is a backup. The Coolidge Cotton Express Routes Hours of Operation are from 7:00 am - 8:00 pm Monday through Friday.

Two types of service are provided in the City of Coolidge, a deviated fixed route and an On Demand service utilizes a 24-hour advanced reservation system. The Cotton Express fare for a fixed route service is \$1.00 for adults and \$.50 for children. A fare of \$1.50 is charged for the On Demand service, regardless of age.

In addition to fare revenue, the Coolidge Cotton Express is funded by the City of Coolidge, fares and by the Federal Transit Administration (FTA) 5311 Program, managed by the Arizona Department of Transportation (ADOT).

Overview of Program

Service:

Public Transit Service

Applicant Status:

Local Government

Service Area:

See – Figure 6 and Route on following page

Major Funding Source:

5311 – Rural Public Transit

Number of Vehicles: 8

Annual Trips: 24,202

Annual Hours: 10,441

Annual Miles: 90,693

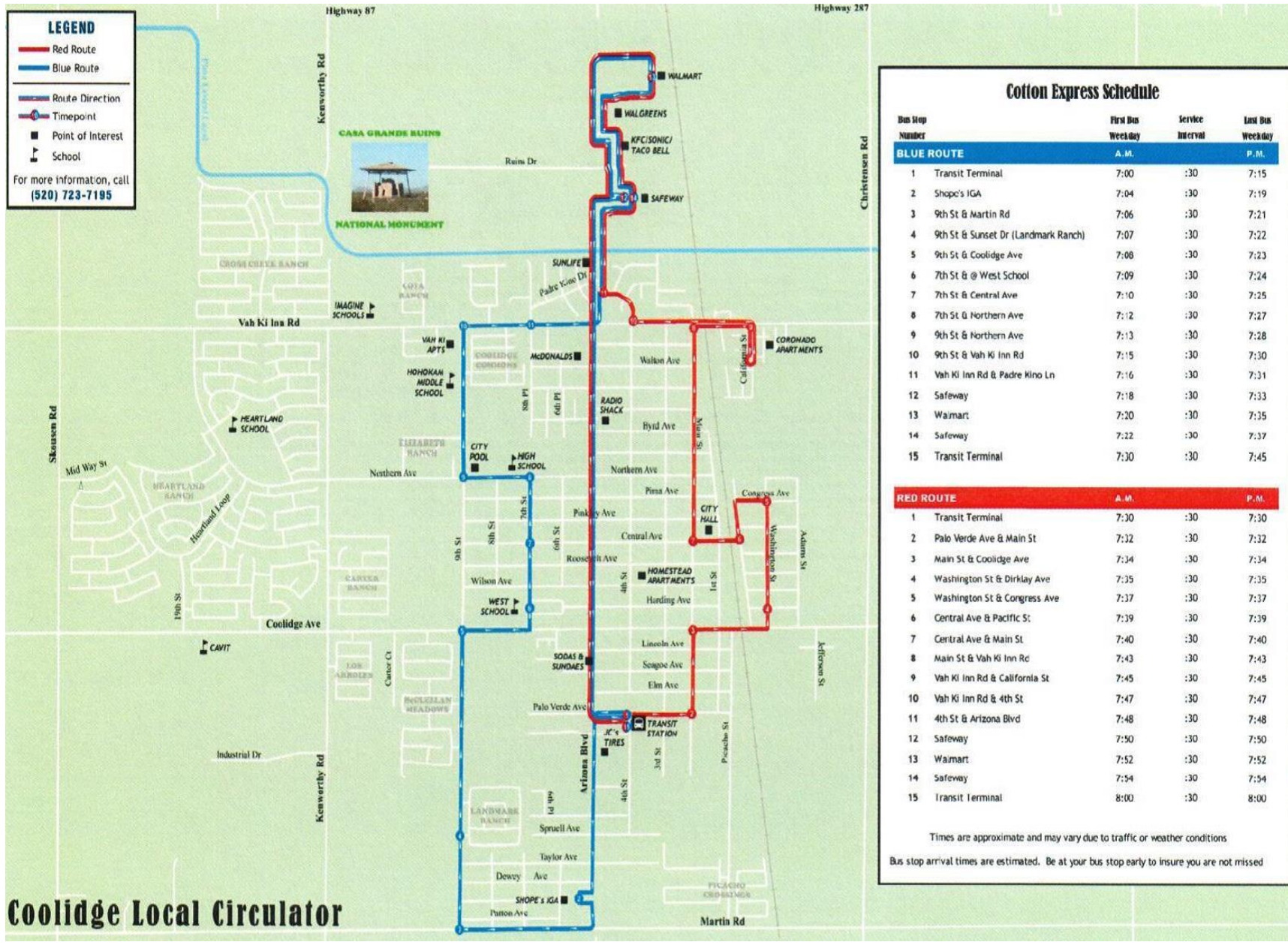
Contact: Mike Meyer

mmeyer@coolidgeaz.com

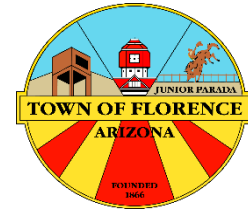
(520) 251-1041

Current Coordination/Needs:

The Cotton Express has been an active participant in the Pinal Transportation Coordination Demonstration projects, as part of Arizona Rides. Cotton Express works closely with the Senior Center concerning transportation issues and it provides transportation to the Family Resource Center in Coolidge. Also, bus stops are located at the DES and Pinal County Health Department offices. In the future, specific coordination opportunities with Horizon Health and Wellness are being discussed.



***Dorothy Nolan Senior Center
Town of Florence
Pinal County***



The mission of the Town of Florence Dorothy Nolan Senior Center is to provide fulfilling social, recreational, cultural, and educational programs and activities for the senior community of Florence.

The transportation program serves the Town of Florence and the incorporated limits of Florence. There are three distinct residential areas served by the program - the historic Town Core area, Anthem at Merrill Ranch, and the Four Parks area.

The transportation program was initiated for seniors who are at least fifty-five (55) years old and persons who are disabled. The Senior Center provides transportation to medical appointments, shopping, and social interaction. The Town has operated the Dorothy Nolan Senior Center for nearly nineteen (19) years. Numerous activities fill the weekdays including a nutritious mid-day meal program. The Senior Center currently operates four (4) vehicles, two with wheelchair lifts. The other two vans do not have a lift. The transportation program vans operate Monday through Friday, from 8:00 a.m. – 4:00 p.m.

Overview of Program

Service:

Transportation services for seniors and people with disabilities.

Applicant Status:

Local Government

Service Area:

Town of Florence

Major Funding Source:

5310 – Rural Public Transit

Number of Vehicles: 4

Annual Trips: 2,536

Annual Hours: 1,572

Annual Miles: 21,694

Contact:

Laura Carter

laura.carter@florenceaz.gov

(520) 868-7626

Current Coordination/Needs:

The town of Florence is currently working with a volunteer transportation committee to meet the need of the community. We will be exploring vehicle sharing, insurance liability and administrative processes to establish the program. The Dorothy Nolan Senior Center will also be listed as a 5310 provider within the MAG Human Services Transportation Coordination Plan as the system falls within the MAG transportation planning boundaries. However, due to the complexity of the transportation planning boundaries within this region of Arizona, the Dorothy Nolan Senior Center will be listed in this plan as well until further evaluation can occur.

Unmet Needs:

Planning to apply for operating revenue to support volunteer driver program, drivers and mileage / fuel reimbursement.

***Gila River Indian Community
Gila River Transit
Pinal County***

Gila River Transit (GRT) is a free deviated, fixed route service than began in January 2016 and operated by the Gila River Indian Community. GRT is a general public service with two circulators; the Sacaton Shuttle serving the City of Sacaton (District 3) and the West End Shuttle serving portions of Districts 6 and 7. Hours of operation are Monday to Friday, 8 am to 4:30 pm.

The Shuttles provide service to major destinations along both routes, such as, the Hu Hu Kam Hospital in Sacaton; Districts 3, 6 and 7 Service Centers, Komatke Health Clinic, Tashquith Dialysis Center, Sacaton Dialysis Center East, Boys & Girls Clubs, the Governance Center (Sacaton), post office, several elder and general housing centers, libraries, police and courts facilities, public parks, markets, schools and numerous job sites.

Door to door, deviated service is available to eligible residents based upon their disability or health condition. Eligibility is determined after submitting an application with a medical or professional verification. Eligible users must call in advance for deviated service. There is no charge for this service.

A fleet of three vehicles provide service. Each route operates with one vehicle, with the third as backup.

Overview of Program

Service: General public free deviated, fixed route service.

Applicant Status: Gila River Indian Community

Service Area: see attachment

Major Funding Source: ADOT 5311 funding

Number of Vehicles: Three

Annual Data Year: FY16

Annual Trips: 9,821 (9 mo)

Annual Hours: not available

Annual Miles: not available

Contact: Deb Brunner,
deborah.brunner.dot@gric.nsn.us, (520) 562-6306

Current Coordination/Needs:

The Gila River Transit will also be listed as a 5311 provider within the MAG Human Services Transportation Coordination Plan as the system falls within the MAG transportation planning boundaries. However, due to the complexity of the transportation planning boundaries within this region of Arizona, Gila River Transit will be listed in this plan as well until further evaluation can occur.

Unmet Needs:

HAYDEN SENIOR CENTER - Town of Hayden
SOUTHERN GILA COUNTY/EASTERN PINAL COUNTY



Town of Hayden/Hayden Senior Center transportation ensure mobility through the provision of transportation to the elderly and persons with disabilities in rural Southern Gila and Eastern Pinal County. This is a shared service ride that offers door-to-door service and serves our passengers with a professional and courteous ride and encompassing the towns and cities of Oracle, Oracle Junction, San Manuel, Mammoth, Aravaipa, Dudleyville, Kearny, Hayden, Winkelman, Saddlebrooke, Riverside/Kelvin and Superior.

Services provided include transportation to medical appointments, dental appointments, vision appointments, physical therapy, grocery shopping and prescription pick up. Clients are also transported to medical appointments in the local area Copper Basin area; also providing Nutrition and Wellness program for delivery of food boxes to the elderly.

A fleet of three vehicles is used to provide client transportation services. One of these vehicles is wheelchair accessible.

On The Go Express operates 8:00 am to 4:30 pm, Monday through Friday with the exception of town observed holidays. A donation for services is requested. Transportation is arranged by calling 520-356-7801 extension 401.

Overview of Program

Service:

Transit services for seniors and people with disabilities

Applicant Status:

Local Government

Service Area:

Southern Gila County & Eastern Pinal County

Major Funding Source:

Town of Hayden & Pinal Gila For Senior Citizen

Number of Vehicles:

Three

Annual Data Year: FY 16-17

Annual Trips:

Annual Hours:

Annual Miles:

Contact:

Anita Hinojos
ahinojos@townofhayden.net
(520) 356-7801

Current Coordination/Needs:

Coordinating activities such as training, vehicle maintenance and public information. Expanded coordination efforts include reaching out to the Public Health Department (i.e. Transporting Well Woman Program elderly clients to medical appointments and delivery of food boxes for the elderly on a monthly basis).

Hope Lives – Vive La Esperanza

**Casa Grande
Pinal County**



Hope Lives – Vive La Esperanza, is a non-profit, grant funded outreach/behavioral health support service agency for adults with serious mental illness (SMI) or general mental health/substance abuse (GMHSA). Emphasis is on support services for individual/group skill building, employment, community re-entry, psycho-education, psycho-social rehabilitation and education/prevention/awareness services for fathers, mothers, veterans, youth in transition and those who have unmet needs.

Specific services provided by Hope Lives in Casa Grande include a number of training classes: peer support training, life support specialist training, forensic support specialist training, CPR/First Aid, applied suicide intervention skill training (ASIST), Suicide Talk, Safe Talk, and cultural competency. We also have a computer refurbishing with A+ certification and customer/concierge services program.

Our agency also has a community garden program which increases cultural and social connection to the community. Gardening education and activities promote relationships between plant and human to induce relaxation and reduce tension, anger, fear and blood pressure.

Our two vehicles are used to provide member transportation. Our vehicles are not wheelchair accessible.

Hope Lives – Casa Grande operates from 7:00 am to 7:00 pm, Monday through Saturday with the exception of agency observed holidays. Transportation is provided to our clients (members) in conjunction with our services. Specifically, members are transported to and from our facility and to planned events in the community.

Overview of Program

Service:

Provide peer support services to adults with serious mental illness

Applicant Status:

Non-profit social services agency

Service Area:

See – Figure 6

Major Funding Source:

Cenpatico Integrated Care

Number of Vehicles:

Two

Annual Data Year: FY 16-17

Annual Trips: 1,260

Annual Hours: N/A

Annual Miles: 10,300

Contact:

Debra Kurkoski
dkurkoski@vivehopelives.org
(480)208-4010

Current Coordination/Needs:

Specific coordination interests include active participation in coordination meetings with the CAG Coordination Council and attending training sessions. Expand coordination efforts include obtaining a new van that is wheel chair accessible with capacity for 11 to 15 passengers.

Horizon Health & Wellness
Gila & Pinal County



Horizon Health and Wellness is a private, not-for-profit integrated healthcare agency that provides quality psychiatric and medical services and programming to disabled individuals and families in Pinal and Gila counties. Participants are enrolled in many diverse services, which include primary care, psychiatric evaluations, medication monitoring, residential treatment services, substance abuse treatment, individual and group therapy, inpatient services and court ordered treatment coordination.

Horizon Health and Wellness provides transportation services to eligible registered participants. No fare is charged. Individuals are transported to and from psychiatric and medical appointments, day treatment programs, therapy sessions, case management services and other miscellaneous purposes that meet medical necessity criteria. Transportation services are provided Monday through Friday 8:00 a.m. to 6:00 p.m. In addition, transportation services are provided 24 hours a day, seven days a week, to individuals residing in agency group homes.

Horizon has a fleet of vehicles based at various facilities in Pinal and Gila counties. The service area includes a 45-mile radius from Casa Grande; Apache Junction, Queen Creek, the San Pedro Valley, Globe, Miami and Payson. Primary destinations include: Horizon facilities, medical appointments, social services, and social activities.

Overview of Program

Service:

Client Transportation Service

Applicant Status:

Non-Profit Agency

Service Area:

See – Figure 6

Major Funding Source:

5310 – Rural Public Transit

Number of Vehicles: 64

Annual Data Year: 2017

Pinal Trips: 41,863

Pinal Hours: 42,994

Pinal Miles: 615,124

Gila Trips: 33,422

Gila Hours: 11,448

Gila Miles: 253,453

Contact:

Marsha Ashcroft

marsha.ashcroft@hhwaz.org

(520) 836-1688

Current Coordination/Needs:

Horizon Health and Wellness actively participates in the Gila-Pinal Rides Coordination Committee. The Agency plans to apply for the following 5310 Capital Equipment in 2018: Replacement of two 12-passenger vans, no lift; and one Minivan, no ramp.

Kearny Senior Center
Pinal County



(This program profile did not change from 2017.)

The Kearny Senior Center provides transportation for the seniors and disabled in the Kearny area. Transportation is for any person ages 50 and over and for disabled people.

The Center has one van supporting this service. Riders include seniors and persons with disabilities.

Overview of Program

Service:

Transit services for seniors and people with disabilities.

Applicant Status: Local Government

Service Area:

Town of Kearny

Major Funding Source:

5310 Rural Public Transit

Number of Vehicles: 1

Annual Data Year: 2016

Annual Trips: 50

Annual Hours: 480

Annual Miles: 10,699

Contact:

Anna Flores

aflores@townofkearny.com

Phone: 520-363-5547

Address: PO Box 639

Kearny, AZ 85137

Current Coordination/Needs:

5310 Capital Equipment: Replacement of a 2007 – 12 passenger van, no-lift.

Payson Senior Center, Inc.
Gila County



Overview of Program

Service:

Transit services for seniors and people with disabilities

Applicant Status:

Local Government

Service Area:

See – Figure 6

Major Funding Source:

5310 – Rural Public Transit

Number of Vehicles: 7

Annual Trips: 7,200

Annual Hours: 2,500

Annual Miles: 24,000

Contact:

Suzanne Kammerman
pseniorctr@gmail.com
(928) 474-4876

The Payson Senior Center provides transportation for the seniors and disabled in the Payson area and provides homebound meals. Transportation is for any person ages 60 and over and for disabled people under 60. They provide transportation Monday through Thursday.

The Center has two buses supporting this service and it averages 12 hours a day between the two drivers. Their routes cover the Payson area and one day a week they have a bus dedicated to the Star Valley area. Riders include seniors and persons with disabilities.

Their homebound service provides meals to those who approved by Pinal-Gila Area for Aging. They currently have four meal routes that cover the Payson, Star Valley and south to Tonto Basin and they provide meals Monday through Friday. Their drivers normally leave by 9:30 am and are done by noon.

Current Coordination/Needs:

5310 Capital Equipment: Replacement of a 2008 - 9 passenger Cutaway with wheelchair ramp. Total cost: \$58,000 - FED \$46,400, Payson Senior Center \$11,600

Their Meals on Wheels program that services The Town of Star Valley and The Town of Payson and south to Tonto Basin is almost at its maximum. They have four routes and deliver about 120 meals a day.

Pinal County Division of Public Health
On the Go Express
Pinal County



Pinal County Public Health Services District, On the Go Express Transportation, is a non-profit, grant funded transportation program, designed to ensure mobility through the provision of transportation to the elderly and persons with disabilities in rural Eastern Pinal County. This is a shared service ride that offers door-to-door service and serves our passengers with a professional and courteous ride. On The Go Express Transportation services Eastern Pinal County, encompassing the towns and cities of Oracle, Oracle Junction, San Manuel, Mammoth, Aravaipa, Dudleyville, Kearny, Hayden, Winkelman, Saddlebrooke, Riverside/Kelvin and Superior.

Services Provided by On the Go Express Transportation include transportation to medical appointments, dental appointments, vision appointments, physical therapy, grocery shopping and prescription pick up. Clients are also transported to medical appointments as far as the Veteran's hospitals in both Tucson and Phoenix. On the Go Express Transportation also collaborates with Pinal County Nutrition and Wellness program for delivery of food boxes to the elderly on a monthly basis.

A fleet of seven vehicles is used to provide client transportation services. Four of these vehicles are wheelchair accessible.

On The Go Express operates 8:00 am to 3:00 pm, Monday through Friday with the exception of county observed holidays. The suggested donation for services is \$2.00 per day with no charge to any aide assisting with a passenger. Transportation is by appointment only and with a minimum of a 72-hour notice. Appointments are subject to denial if schedule is full. To schedule a ride please call 1-800-208-6897 extension 4508.

Overview of Program

Service:

Transit services for seniors and people with disabilities

Applicant Status:

Local Government

Service Area:

See – Figure 6

Major Funding Source:

Pinal County Public Health Services District

Number of Vehicles:

Seven

Annual Data Year: FY 16-17

Annual Trips: 5,109

Annual Hours: 2,992

Annual Miles: 103,071

Contact:

Mary Clements
mary.clements@pinalcountyz.gov
(520) 866-7312

Current Coordination/Needs:

Specific coordination interests include active participation in coordination meetings with the CAG Coordination Council and coordinating activities such as training, vehicle maintenance and public information. Expanded coordination efforts include reaching out to the Public Health Department (i.e. Transporting Well Woman Program elderly clients to medical appointments and delivery of food boxes for the elderly on a monthly basis).

Pinal-Gila Council for Senior Citizens
Gila & Pinal County



Pinal-Gila Council for Senior Citizens (PGCSC) provides a variety of services to seniors in the geographic area of Pinal and Gila counties. As the Area Agency on Aging for Region V, PGCSC provides funds to local Senior Centers, who in turn provide direct service transportation, including services to meet basic needs such as nutrition, medical appointments, personal business and shopping. Senior Centers operating transportation programs under contract with PGCSC are Apache Junction, Casa Grande, Coolidge, Eloy, Globe, Florence, Hayden, Miami, Superior and Payson.

PGCSC continues to work with community senior centers in providing local transportation services meeting nutritional, social and medical needs.

Overview of Program

Service:

Supports Transit Services for the elderly.

Applicant Status:

Nonprofit

Service Area:

See – Figure 6

Number of Vehicles: *None, however vehicles applied for through PGCSC are in use for other human service agencies in the area.*

Contact:

Victor Gomez

victorg@pgcsc.org

(520) 836-2758

Current Coordination/Needs:

One of the ongoing needs for coordination continues to be access to training for defensive driving and PASS. Another need is for connector services that would connect the existing transportation services available through the senior centers, with the Central Arizona Regional Transit (CART).

Pinal Hispanic Council
Pinal County



Pinal Hispanic Council
Behavioral Health Services

Overview of Program

Service:

Client transportation services

Applicant Status:

501 (c)(3) Non-Profit

Service Area:

See – Figure 6

Major Funding Source:

5310 – Rural Public Transit
Cenpatico

Number of Vehicles:

14 (plus 4 spare vehicles)

Annual Data Year: 2016

Annual Trips: 16,785

Annual Hours: 1,820

Annual Miles: 258, 921

Contact:

Tanya Cruz

tcruz@pinalhispaniccouncil.org

(520) 560-2391

107 East 4th Street

Eloy, AZ 85131

Pinal Hispanic Council is a non-profit 501 (c)(3) behavioral health agency licensed by the State of Arizona to provide an array of outpatient services in Pinal, Santa Cruz and Cochise counties. Pinal Hispanic Council has been in operation for over twenty years. Pinal Hispanic Council's Mission: Empowering diverse communities to become healthy.

Pinal Hispanic Council (PHC) serves mentally ill individuals and families, children, adults and senior citizens receiving various types of outpatient services in Eloy, Coolidge, Casa Grande, Arizona City, San Tan Valley, Florence and Picacho areas.

Pinal Hispanic Council provides transportation services to its members to maximize the treatment services we offer by allowing members to keep vital appointments for their wellbeing. By assisting them with daily, weekly, bi-weekly or monthly transportation the agency assures their mental well-being is secure. Pinal Hispanic Council's hours of operation are Monday-Friday from 8:00am-5:00pm. Pinal Hispanic Council also provides transportation on Saturdays as needed.

Current Coordination/Needs:

Pinal Hispanic Council utilizes AHCCCS transportation services to provide services for members to medical appointments outside of Pinal County if available. In addition, PHC assists the members in the Coolidge Area to utilize Cotton Express by regularly distributing the Cotton Express brochures and making arrangements or providing guidance if needed.

Unmet Needs: Pinal Hispanic Council is seeking two vehicles to replace VIN 3782 and VIN 4480

**Portable Practical Education Preparation
(PPEP) / Encompass
Gila & Pinal County**



Overview of Program

Service:

Client transportation services

Applicant Status:

Local Government

Service Area:

See – Figure 6

Major Funding Source:

5310 – Rural Public Transit

Number of Vehicles: 19

Annual Trips: 29,307

Annual Hours: 6,224

Annual Miles: 147,456

Contact:

Jacob Herrington

jherrington@ppep.org

(520) 806-4670

PPEP Integrated Care operates group homes and day programs for developmentally disabled adults. Group homes operate 24 hours per day, 365 days per year. Their day programs operate 7 days a week.

PPEP's Globe area has five group homes and one-day program. Their Casa Grande area has three group homes, one-day program, and operates a transportation route.

PPEP provides transportation and employment services to adults, including seniors, with developmental disabilities who are PPEP Integrated Care clients or state contracted clients.

Current Coordination/Needs:

In the CAG Region, PPEP continues to coordinate with Horizon Health and Wellness and Arizona Mentor in the areas of staff development, transportation, community wide events and sustainable solutions for this rural area. In the Casa Grande area, PPEP continues to support individuals with disabilities with transportation to organizations like AFH and Creative labor. The expanded coordination efforts also include training and transportation opportunities for the region. Exploration of sharing insurance liability and administrative processes are also taking place in these communities.

Unmet Needs:

Additional transportation supports are required in order for PPEP to consider further expansion of service delivery in these regions for vulnerable populations.

San Carlos Apache Tribe - Nnee Bich'ō Nii Transit
Gila County (Pinal, Graham, Greenlee, and Maricopa Counties)



San Carlos Apache Nnee Bich'ō Nii Services operates ten scheduled routes, with an increased variety of fixed route, commuter routes, contract services, and intercity, and intercity feeder routes. We provide fixed route services with deviation for all community members. Our Fleet has grown to 27 vehicles at this time. Projected by 2021, will be at a fleet of 32 vehicles: vans, trucks, and buses. It is anticipated that many of fleet will be replaced due to excessive mileage.

Currently, Nnee Bich'ō Nii provides reliable and timely services for individuals who are working, attending school, doctor's visit, shopping, attending activities for entertainment or any other activities that support individuals or families. Transit services are used to modernize and expand transit bus services specifically for the purpose of connecting disadvantaged and low-income individuals, veterans, seniors, youths, and others who are transit-disadvantaged to the local workforce training, employment opportunities, health care, and other vital services and family related activities.

Overview of Program

Service:

Intercity and Intercity Feeder Public Transit

Applicant Status:

Local Government

Service Area:

See – Figure 6 and Route on following page.

Major Funding Source:

FTA Tribal Transit, ADOT 5311 – Rural Public Transit

Annual Passengers: 44,691

Annual Trips: 59,238

Annual Hours: 16,512

Annual Miles: 491,711

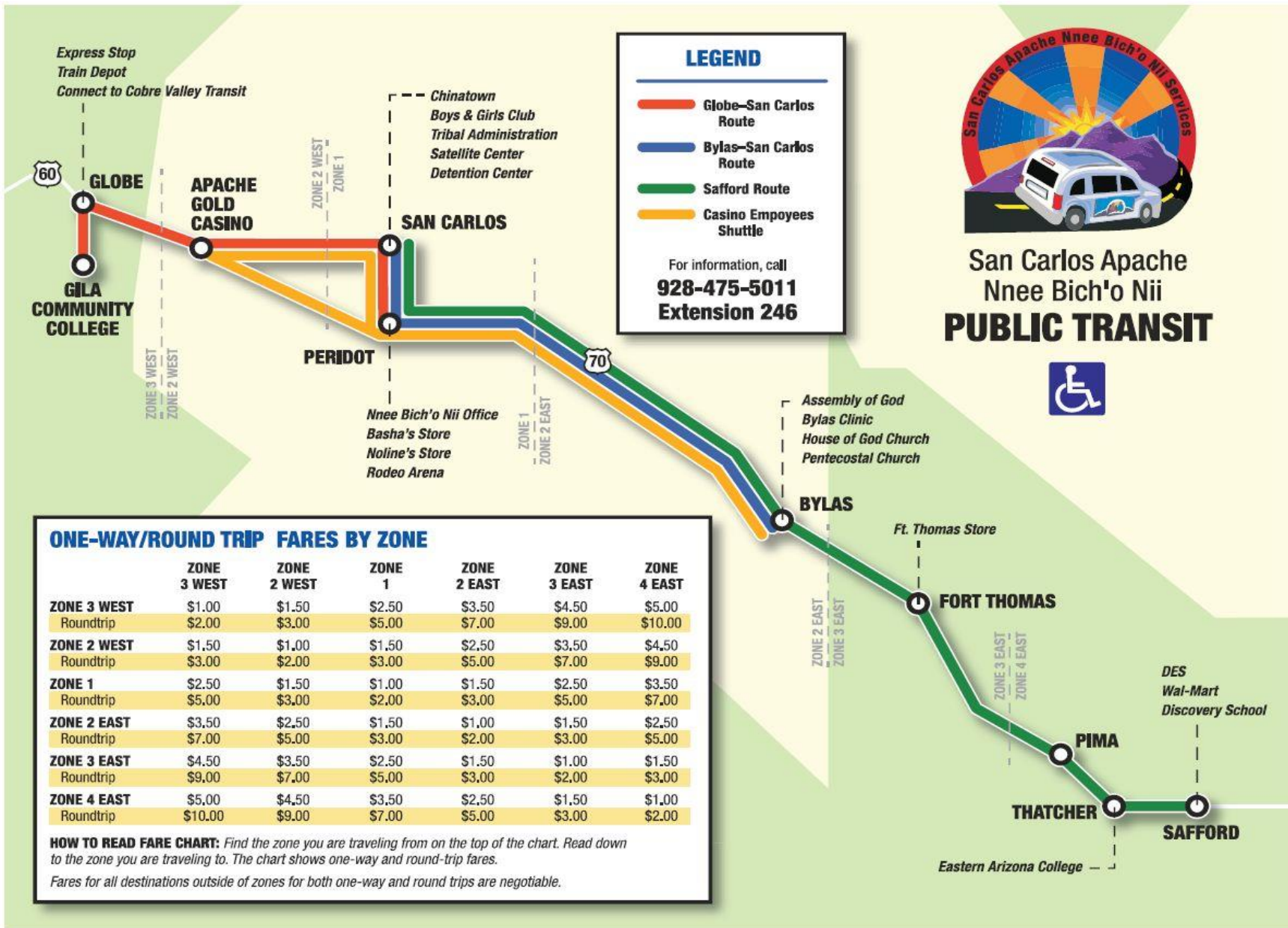
Contact:

Bernadette Kniffin

bkniffin@tanf.scot-nsn.gov

(928) 475-5011 ext. 228

Current Coordination/Needs: Nnee Bich'ō Nii is currently involved in the Greater Gila County Feasibility Study with ridership surveys to ensure that services are current and meeting the needs of the riders for Gila & Pinal Counties. During multiple surveys, riders identified that there was a need and desire for the Nnee Bich'ō Nii to provide expanded services to the White Mountain Apache Tribe. Many tribal members from the White Mountain Apache Tribe and the San Carlos Apache Tribe are related and desire to meet with family members residing on the reservation with a seasonal connector route would allow employment-related services for these individuals. Discussions were held with the White Mountain Apache Tribe regarding feasibility which culminated in the submission of a planning grant through the Tribal Transit Program (TTP) by the San Carlos Apache Tribe, Nnee Bich'ō Nii Transit Program, where our goal will be met April 2018. Another is the establishment of a Safford Circular Route to begin in the Fall of 2018. We have continued our efforts to work on our coordinated runs with Cobre Valley Transit (CVT) from Globe-Miami.



Superior Senior Center
Pinal County



(This program profile did not change from 2017.)

The Superior Senior Center is open four days a week from 8:00 am to 3:00 pm, closed Fridays & Holidays. The Center is located at 360 W. Main Street.

The Senior Center offers Homebound & Congregate Meals four days a week. We do home-delivered meals on Mondays, 1 hot meal and 4 frozen. We offer transportation to and from the center and local shopping trips.

The Center has two vans that are wheel chair accessible. The vans can carry eight passengers, less if one or two passengers are in wheel chairs. We do offer a shopping trip to Apache Junction once a month. These trips are on Fridays, since the two employees work Monday thru Thursday.

At this, time we cannot offer out of town transportation for appointments due to limited resources.

Overview of Program

Service:
Client transportation services

Applicant Status:
Public Agency

Service Area: *Town of Superior*

Major Funding Source:
Pinal/Gila Council for Senior Citizens

Number of Vehicles: 3

Annual Data Year: 2016

Annual Trips:

Annual Hours:

Annual Miles:

Contact:
Todd Pryor

manager@superioraz.gov

Current Coordination/Needs:

Superior coordinates with others that offer transportation services passing through Superior or coming to Superior & offer services, perhaps a shopping trip or medical appointments. One van lift only operates manually. We need to keep both vans in good repair in case of breakdowns.

Town of Miami - Cobre Valley Community Transit
Gila County



(This program profile did not change from 2017.)

The Town of Miami currently operates a Dial-a-Ride program with one vehicle. Cobre Valley Community Transit serves Miami, Globe and the unincorporated areas of Gila County. They have expanded to a Deviated Fixed Route; Cobre Valley Community Transit (CVCT) is the only public transit operator in Gila County.

Representatives from the Cobre Valley system stated that the agency needs to strengthen program management, replace aging vehicles, expand service in the Miami-Globe area and consider regional service coordination options to establish regional connections to long distance medical, shopping and employment areas.

Overview of Program

Service:
Public Transit Service

Applicant Status:
Local Government

Service Area:
See – Figure 6 and Route on following page

Major Funding Source:
5311 – Rural Public Transit

Number of Vehicles: 6

Annual Trips: 16,467

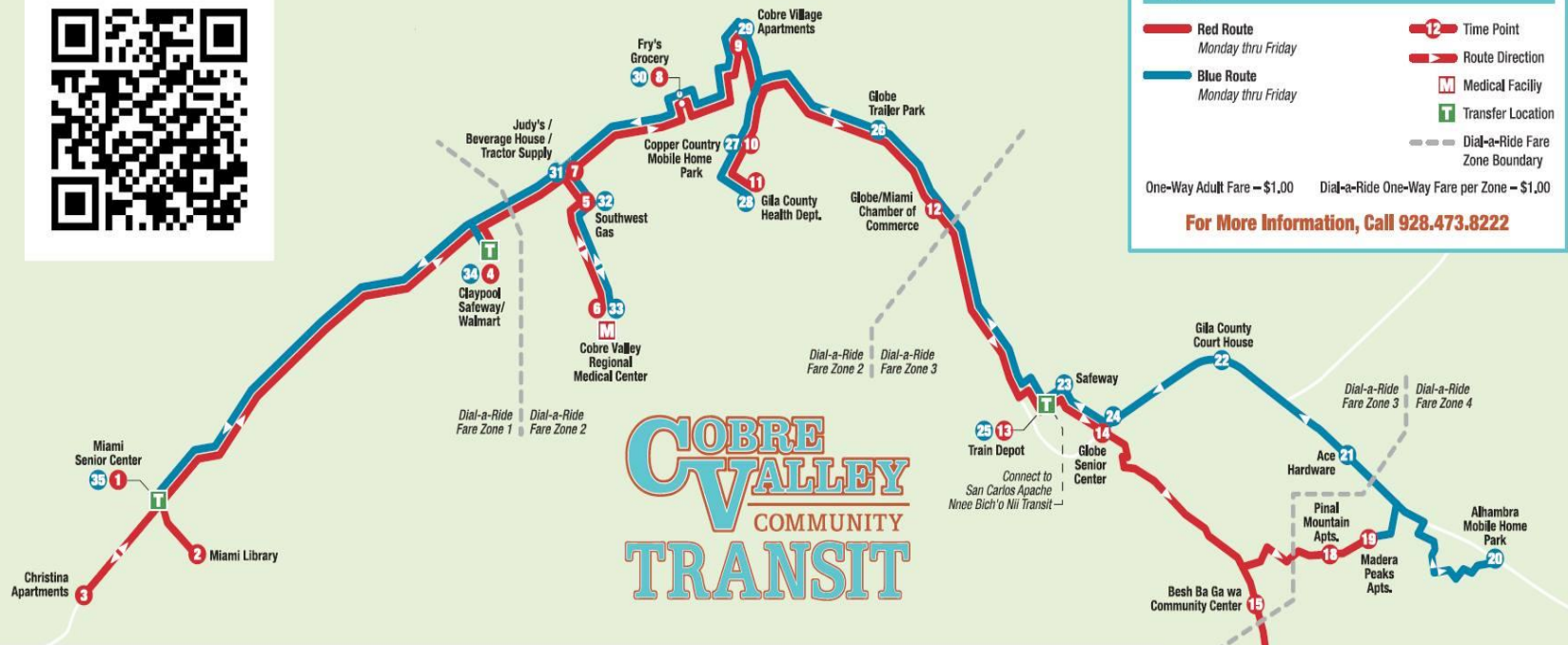
Annual Hours: 7,894

Annual Miles: 87,129

Contact:
Richard Cluster Sr.
miamitransit@cablone.net
(928) 473-8222

Current Coordination/Needs:

Cobre Valley is seeking partners to work with to improve transportation services in Gila County. As part of their expanded coordination efforts, they plan to coordinate with San Carlos by using a transfer stops once the deviated fixed route begins service. Cobre Valley Community Transit coordinates with Statewide Express for non- emergency and DES transportations. These are clients with insurance coverage (no insurance-no transport). Statewide contracts some services with Cobre Valley.



MIAMI TO GLOBE – Monday through Friday

1	Miami Senior Center	6:30	—	—	—	—	—	—	
2	Miami Library	6:35	7:50	9:25	10:40	12:50	2:00	3:40	4:50
3	Christina Apartments	6:40	7:55	9:30	10:45	12:55	2:05	3:45	4:55
4	Claypool Safeway/Walmart	6:45	8:00	9:35	10:50	1:00	2:10	3:50	5:00
5	Southwest Gas	6:50	8:05	9:40	10:55	1:05	2:15	3:55	5:05
6	Cobre Valley Regional Medical Center	6:55	8:10	9:45	11:00	1:10	2:20	4:00	5:10
7	Judy's / Beverage House / Tractor Supply	7:00	8:15	9:50	11:05	1:15	2:25	4:05	5:15
8	Fry's Grocery	7:05	8:20	9:55	11:10	1:20	2:30	4:10	5:20
9	Cobre Village Apartments	7:10	8:25	10:00	11:15	1:25	2:35	4:15	5:25
10	Copper Country Mobile Home Park	7:15	8:30	10:05	11:20	1:30	2:40	4:20	5:30
11	Gila County Health Department	7:20	8:35	10:10	11:25	1:35	2:45	4:25	5:35
12	Globe/Miami Chamber of Commerce	7:25	8:40	10:15	11:30	1:40	2:50	4:30	5:40
13	Globe Train Depot	7:30	8:45	10:20	11:35	1:45	2:55	4:35	5:45
14	Globe Senior Center	7:35	8:50	10:25	11:40	1:50	3:00	4:40	5:50
15	Besh Ba Ga wa Community Center	7:40	8:55	10:30	11:45	1:55	3:05	4:45	5:55
16	Gila Community College	7:45	9:00	10:35	11:50	2:00	3:10	4:50	6:00
17	Pueblo Heights Trailer Park	7:50	9:05	10:40	11:55	2:05	3:15	4:55	—
18	Pinal Mountain Apartments	7:55	9:10	10:45	12:00	2:10	3:20	5:00	—
19	Madera Peaks Apartments	8:00	9:15	10:50	12:05	2:15	3:25	5:05	—

GLOBE TO MIAMI – Monday through Friday

20	Alhambra Mobile Home Park	6:30	8:05	9:20	10:55	12:10	2:20	3:30	5:10
21	Globe Ace Hardware	6:35	8:10	9:25	11:00	12:15	2:25	3:35	5:15
22	Gila County Court House	6:40	8:15	9:30	11:05	12:20	2:30	3:40	5:20
23	Globe Safeway	6:45	8:20	9:35	11:10	12:25	2:35	3:45	5:25
24	Globe Senior Center	6:50	8:25	9:40	11:15	12:30	2:40	3:50	5:30
25	Globe Train Depot	6:55	8:30	9:45	11:20	12:35	2:45	3:55	5:35
26	Globe Trailer Park	7:00	8:35	9:50	11:25	12:40	2:50	4:00	5:40
27	Copper Country Mobile Home Park	7:05	8:40	9:55	11:30	12:45	2:55	4:05	5:45
28	Gila County Health Department	7:10	8:45	10:00	11:35	12:50	3:00	4:10	5:50
29	Cobre Village Apartments	7:15	8:50	10:05	11:40	12:55	3:05	4:15	5:55
30	Fry's Grocery	7:20	8:55	10:10	11:45	1:00	3:10	4:20	6:00
31	Judy's / Beverage House / Tractor Supply	7:25	9:00	10:15	12:25	1:35	3:15	4:25	—
32	Southwest Gas	7:30	9:05	10:20	12:30	1:40	3:20	4:30	—
33	Cobre Valley Regional Medical Center	7:35	9:10	10:25	12:35	1:45	3:25	4:35	—
34	Claypool Safeway / Walmart	7:40	9:15	10:30	12:40	1:50	3:30	4:40	—
35	Miami Senior Center	7:45	9:20	10:35	12:45	1:55	3:35	4:45	—

Times are approximate and may vary due to traffic and weather conditions.
AM times are shown in regular type. PM times are shown in bold type.



White Mountain Apache Tribe – Fort Apache Connection
Gila County

The White Mountain Apache Division of Transportation Fort Apache Connection began on June 2017. We operate a fixed route service from Monday through Friday on the Fort Apache Indian Reservation.

The Fort Apache Connection currently operates two routes. Services expand from the west end of the reservation to the east end, servicing the major communities of Carrizo, Cedar Creek, Canyon Day, Whiteriver, North Fork, Hon-Dah and McNary. Future services will extend to the communities of East Fork, Seven Mile, and Fort Apache.

Overview of Program

Service:

Public Transit Service

Applicant Status:

Active

Service Area:

Fort Apache Indian Reservation (See Map Attached)

Major Funding Source:

5311 – FTA Tribal Transit

Number of Vehicles: 2

Began June 2017

Annual Trips: 2,681

Annual Hours: 516

Annual Miles: 16,929

Contact:

Tara Chief

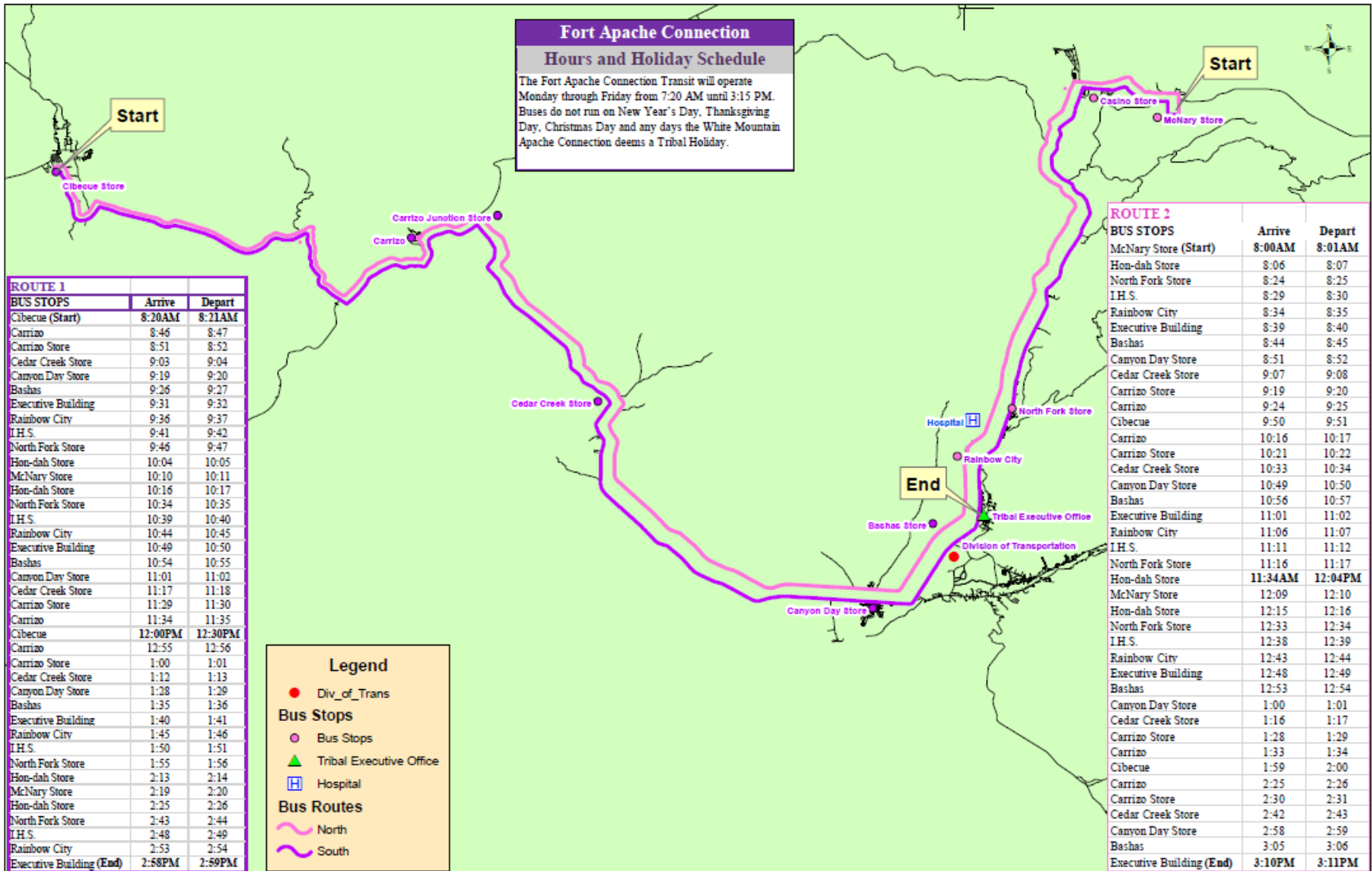
tarachief@wmat.us

928-338-5155

Current Coordination/Needs:

The Fort Apache Connection is currently conducting ridership surveys to identify ways of improving the transit service on the Fort Apache Indian Reservation. The surveys identify the current transit needs for the Fort Apache Connection.

Starting in the spring of 2018 the White Mountain Apache Tribe Fort Apache Connection and the San Carlos Apache Tribe Nnee Bich’o Nii plan to connect at the Salt River Canyon to expand serviced for passengers who would like to visit family members or travel for work related purposes.



Commercial Transportation Providers

Currently several commercial transportation providers operate in the CAG and Sun Corridor MPO Region. These include:

Union Cab Company

Primarily an airport shuttle, vehicles can be chartered for a half day for \$130.00 or for the full day for \$250.00. The services operate four Lincoln Town Cars. <http://unioncabaz.com> Phone no: 480-303-9999

Pinal Connections

Primarily an airport shuttle, a trip from Casa Grande or Coolidge would be \$50 with a one-hour wait time. pinalconnections@yahoo.com
Phone: 1-800-427-1271

Safe Ride and Statewide Express Transportation

There are two contract providers typically used to provide AHCCCS (Medicaid) transportation services, Safe Ride and Statewide Express Transportation. These providers were certified through the AHCCCS system and selected for use as needed by health care providers serving the area. <http://www.statewideaz.net/> Phone: 928-680-1222

Greyhound Intercity Bus Service

This new service allows residents to experience the best of both worlds, catering to those who want to travel to smaller, rural communities in Arizona, as well as those who want access to major cities within Greyhound's network. Students in College can also enjoy the benefit of having convenient access from campus to home.

Greyhound and ADOT worked in partnership with each of the communities to ensure that the routes were coordinated with local transit operations to allow for easy and convenient transfers. This included coordination with the towns of Safford and Superior, along with coordination with each of the transit systems in the new markets. <https://www.greyhound.com/en/discover-greyhound/> Call (toll-free) 1-800-231-2222



Figure 9: Greyhound Service Routes

3. VEHICLE INVENTORY

The following is a vehicle inventory for the CAG and Sun Corridor MPO as reported by providers in September 2017. An asterisk (*) is placed for each vehicle that was *reported* to have been acquired from DOT, ADOT, or MAG.

Achieve Human Services

Submitted by: Joselyn Creed, Lead of Operations

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2012	2C4RDGCG9CR353702	Dodge	Caravan	Van	7	0	N	Active	84,957
Vehicle	2	2013	2C4RDGCG8DR813448	Dodge	Caravan	Van	7	0	N	Active	65,659
Vehicle	3	2007	1FMNE11W07DB23568	Ford	E150XL	Van	7	0	N	Active	113,644
Vehicle	4	2007	1FTSS34L47DB36949	Ford	E-350	Van	8	2	Y	Active	46,635

Central Arizona Regional Transit (CART) and Cotton Express

Submitted by: Mike Meyer

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition	
Vehicle*	1	2014	5WEASAAN4EH787071	Int.	TRANS F.	Bus	32	2	Y	Active	248,801/ Good
Vehicle*	2	2014	5WEASAAN2EH787070	Int.	TRANS F.	Bus	32	2	Y	Active	218,899/ Good
Vehicle*	3	2008	1GBJ5V1918F409721	Chevy	C5500	Bus	32	2	Y	Spare	271,271/ Good
Vehicle*	4	2015	1GB6G5BGXE1107857	Chevy	G4500	Bus	19	2	Y	Active	75,229/ Good
Vehicle*	5	2015	1GB6G5BGXE1107379	Chevy	G4500	Bus	19	2	Y	Active	78,610/ Good
Vehicle*	6	2009	1GBKG316491133543	Chevy	G4500	Bus	19	2	Y	Active	208,641/ Good
Vehicle*	7	2009	1GBKG316591133129	Chevy	G4500	Bus	19	2	Y	Active	183,590/ Good
Vehicle*	8	2009	1GBK6316X91133448	Chevy	G4500	Bus	19	2	Y	Active	212,085/ Good

Vehicle*	9	2007	1FDXE45P96DB41983	Ford	E450	Bus	19	2	Y	Spare	78,610/ Poor
Vehicle*	10	2006	1FDXE45P16HA32622	Ford	E450	Bus	19	2	Y	Active	157,687/ Good
Vehicle*	11	2001	1FDXE45F41HA74413	Ford	E450	Bus	19	2	Y	Spare	181,911/ Poor

Dorothy Nolan Senior Center Town of Florence

Submitted by: Laura Carter

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift-Y-N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle	1	2003	1FBSS31S63HB32422	Ford	Maxi Van	Van	15	SC - 2	N	Active	68258 / Fair
Vehicle	2	2007	1D4GP24EX7B251914	Dodge	Grand Caravan	Minivan	6	SC - 4	N	Active	80739 / Fair
Vehicle*	3	2007	1FDWE35S97DA99150	Ford	El Dorado	Cutaway	9	SC - 5	Y	Active	93102 / Fair
Vehicle	4	2011	1FDEE3FS2BDB21413	Ford	El Dorado	Cutaway	9	SC - 16	Y	Active	40097 / Fair

Hayden Senior Center – Town of Hayden

Submitted by: Anita Hinojos

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift-Y-N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle*	1	2007	1GAHG35U571249709	Chevy	1TVN	Van	12	0	N	Active	63,220 / Fair
Vehicle*	2	2011	5TZDK3DC0BS044605	Toyota	12 VIN	Minivan	7	0	N	Active	84,434 / Fair
Vehicle*	3	2013	1FDDS3EL2DDB03415	Ford	E350	Van	10	2	Y	Active	13,427 / Excellent

Hope Lives – Vive La Esperanza

Submitted by: Debra Kurkoski

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2002	1GJHG39G221196660	GMC	Savana	Van	11	0	N	Active	97,000 / Good
Vehicle	2	2008	KNDMB233486229979	Kia	Sedona	Minivan	6	0	N	Active	142,000 / Good

Horizon Health & Wellness

Submitted by: Marsha Ashcroft

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition	
Vehicle*	1	2017	1FMZK1YM1HKA90642	Ford	E150	5310	7	NA	NA	Active	906 / New
Vehicle*	2	2017	1GAZGPF5H1227649	Chevy	Express	5310	12	NA	NA	Active	5,701 / New
Vehicle	3	2017	2FMGK5B84HBA01781	Ford	Flex	Agency	7	NA	NA	Active	4,909 / New
Vehicle*	4	2016	2C4RDGCG6GR378059	Dodge	Caravan	5310	7	NA	NA	Active	12,773 / Good
Vehicle*	5	2016	1GAZGPF0G1333196	Chevy	Express	5310	12	NA	NA	Active	24,766 / Good
Vehicle*	6	2016	1GAZGPF3G1333256	Chevy	Express	5310	12	NA	NA	Active	12,124 / Good
Vehicle*	7	2016	1GAZGPF7G1333003	Chevy	Express	5310	12	NA	NA	Active	24,086 / Good
Vehicle*	8	2016	1GAZGPF5G1330570	Chevy	Express	5310	12	NA	NA	Active	29,216 / Good
Vehicle*	9	2016	1GAZGPF6G1331680	Chevy	Express	5310	12	NA	NA	Active	25,816 / Good
Vehicle*	10	2016	1FBZX2CMXGKB22848	Ford	Transit	5310	12	1	Y	Active	6,375 / New
Vehicle	11	2015	2FMGK5B80FBA23175	Ford	Flex	Agency	7	NA	NA	Active	34,855 / Good
Vehicle*	12	2015	2C4RDGCG5FR719501	Dodge	Caravan	5310	7	NA	NA	Active	33,333 / Good
Vehicle	13	2015	2FMGK5B89FBA00509	Ford	Flex	Agency	7	NA	NA	Active	25,249 / Good

Vehicle*	14	2015	1FDEE3FSXFDA35224	Ford	Starcraft	5310	8	2	Y	Active	36,676 / Good
Vehicle*	15	2015	1FBZX2CM3FKA53189	Ford	Transit	5310	12	NA	NA	Active	31,874 / Good
Vehicle*	16	2015	1GAZG1FG6F1157248	Chevy	Express	5310	12	NA	NA	Active	27,002 / Good
Vehicle*	17	2015	1GAZG1FG1F1157996	Chevy	Express	5310	12	NA	NA	Active	52,661 / Good
Vehicle*	18	2015	1GAZG1FG8F1103773	Chevy	Express	5310	12	NA	NA	Active	68,668 / Good
Vehicle*	19	2015	1GAZG1FG7F1103134	Chevy	Express	5310	12	NA	NA	Active	70,626 / Good
Vehicle*	20	2015	1GAZG1FG8F1102056	Chevy	Express	5310	12	NA	NA	Active	70,601 / Good
Vehicle	21	2014	2FMGK5B83EBD42469	Ford	Flex	Agency	7	NA	NA	Active	60,652 / Good
Vehicle	22	2014	1FBNE3BL5EDA10799	Ford	E350	Agency	15	NA	NA	Active	53,395 / Good
Vehicle	23	2014	1FBSS3BL0EDA03173	Ford	Econoline	Agency	15	NA	NA	Active	70,494 / Good
Vehicle*	24	2013	1GAZG1FG1D1154819	Chevy	Express	5310	12	NA	NA	Active	78,591 / Good
Vehicle*	25	2013	1GAZG1FGXD1153832	Chevy	Express	5310	12	NA	NA	Active	75,295 / Good
Vehicle	26	2013	1FBNE3BL1DDB34227	Ford	Econoline	Agency	7	NA	NA	Active	60,500 / Good
Vehicle*	27	2013	1GAZG1FG1D1153945	Chevy	Express	5310	12	NA	NA	Active	101,091 / Good
Vehicle*	28	2013	1GAZG1FG4D1155317	Chevy	Express	5310	12	NA	NA	Active	98,792 / Good
Vehicle	29	2012	1FBNE3BL1CDA58295	Ford	E350	Agency	12	NA	NA	Active	72,564 / Good
Vehicle*	30	2012	2C4RDGCG1CR353693	Dodge	Caravan	5310	7	NA	NA	Active	77,591 / Fair
Vehicle*	31	2012	1GAZG1FA4C1183340	Chevy	Express	5310	12	NA	NA	Active	91,050 / Fair
Vehicle*	32	2012	1GAZG1FA6C1183792	Chevy	Express	5310	12	NA	NA	Active	99,208 / Fair
Vehicle*	33	2011	1FTDS3ELXBDB28550	Ford	E350	5310	8	2	Y	Active	53,926 / Fair
Vehicle	34	2011	1GAZG1FG0B1190840	Chevy	Express	Off Lien	12	NA	NA	Active	129,173 / Fair
Vehicle	35	2011	1FDEE3FS9BDB21411	Ford	E350	Off Lien	8	2	Y	Spare	104,942 / Fair
Vehicle*	36	2011	5TDZK3DC2BS037915	Toyota	Sienna	5310	7	NA	NA	Active	106,473 / Fair
Vehicle	37	2010	1GA2G1DG2A1169412	Chevy	Express	Off Lien	12	NA	NA	Active	106,434 / Fair
Vehicle	38	2010	1GA2G1DGXA1169321	Chevy	Express	Off Lien	12	NA	NA	Spare	Inoperable
Vehicle*	39	2010	1FTDS3EL2ADB00790	Ford	Supreme	5310	8	2	Y	Active	78,874 / Fair
Vehicle	40	2009	1FTDS34L19DA59713	Ford	Supreme	Off Lien	8	2	Y	Active	74,484 / Fair

Vehicle	41	2009	1FTDS34LX9DA59712	Ford	Supreme	Off Lien	8	2	Y	Active	64,819 / Fair
Vehicle	42	2008	1FMNE11W78DA52340	Ford	E150	Agency	7	NA	NA	Active	93,537 / Fair

Kearny Senior Center

Submitted by: Anna Flores

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2007	1GAHG35U871249736	Chevy	Express	Van	12		N	Active	115,579

Payson Senior Center, Inc.

Submitted by: Suzanne Kammerman

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition	
Vehicle*	1	2011	5TDDK4CC2AS301206	Chevrolet	Express	Van	12	0	N	Active	24,794 / Good
Vehicle*	2	2012	2C4RDGCG4CR353705	Dodge	Grand Caravan	Van	7	0	N	Active	31,834 / Good
Vehicle*	3	2012	2C4RDGBG3CR281333	Ford	El Dorado	Van	5	1	N	Active	15,822 / Good
Vehicle*	4	2008	1GNDV23W98D206735	Chevrolet	DLS	Van	7	0	N	Active	40,372 / Good
Vehicle*	5	2010	5TDDK4CC2AS301206	Toyota	SCL	Van	7	0	N	Active	24,419 / Good
Vehicle*	6	2008	1FD3E35508DB35182	Ford	Supreme	Bus	11	2	Y	Active	98,051 / Fair
Vehicle*	7	2015	1FDEE3FS8FDA35225	Starcraft	Starlite	Bus	11	2	Y	Active	22,625 / Good

Pinal County Division of Public Health - On the Go Express

Submitted by: Mary Clements

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift- Y-N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle*	1	2009	1FDEE35S99DA75428	Ford	Candidate	Cutaway	8	2	Y	Spare	102,730 / Poor
Vehicle*	2	2012	2C4RDGCG2CR353699	Dodge	Caravan	Van	8	0	N	Active	71,850 / Fair
Vehicle*	3	2012	1FDEE3FS3CDA62910	Ford	Supreme	Cutaway	8	2	Y	Active	109,639 / Poor
Vehicle	4	2014	1FDWE3FL6EDB17821	Ford	Starcraft	Cutaway	8	2	Y	Active	31,258 / Good
Vehicle	5	2016	KNDMC5C13G6138911	Kia	Sedona	Van	8	2	N	Active	34,624 / Excellent
Vehicle	6	2016	KNDMC5C17G6127748	Kia	Sedona	Van	8	2	N	Active	41,818 / Excellent
Vehicle	7	2017	FDVU4XG7HKA62625	Ford	E350	Transit	8	2	Y	Active	1,024 / Excellent

Pinal Hispanic Council

Submitted by: Tanya Cruz

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift- Y-N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle	1	1994	2B5WB35YXRK137827	Dodge	Ram	Van	10	N/A	N	Active	74,070 / Fair
Vehicle	2	2006	1GNDC23L76D224170	Chevy	Uplander	Van	7	N/A	N	Active	186,554 / Fair
Vehicle	3	2012	2C4RDGCG0CR353734	Dodge	Grand Caravan	Van	7	N/A	N	Active	79,549 / Good
Vehicle	4	2010	5TDDK4CC4AS302017	Toyota	Sienna	Van	7	N/A	N	Active	118,240 / Fair
Vehicle	5	2017	1FMZK1YM2HKB18447	Ford	Transit T-150	Van	8	N/A	N	Active	126 / Excellent
Vehicle	6	2010	5TDDK4CC3AS302316	Toyota	Sienna	Van	7	N/A	N	Active	129,260 / Good
Vehicle	7	2012	2C4RDGCG2CR353735	Dodge	Grand Caravan	Van	7	N/A	N	Active	577,98 / Good
Vehicle	8	2016	2C4RDGBG7GR250379	Dodge	Grand Caravan	Van	7	N/A	N	Active	20,248 / Excellent
Vehicle	9	2010	2D4RN3D11AR389450	Dodge/Blk	Grand Caravan	Van	7	N/A	N	Active	95,788 / Good
Vehicle	10	2005	1GAHG39U151244806	Chevy	x3 Van	Van	15	N/A	N	Active	164,842 / Good

Vehicle	11	2010	2D4RN4DEXAR406318	Dodge	Grand Caravan	Van	7	N/A	N	Active	77217 / Good
Vehicle	12	2014	1FBSS3BL9EDA36527	Ford/ Red	E-350 15 Passenger	Van	15	N/A	N	Active	47,134 / Excellent
Vehicle	13	2015	2C4RDGCG0FR722936	Dodge	Grand Caravan	Van	7	N/A	N	Active	19,411 / Excellent
Vehicle	14	2013	2C4RDGBG2DR735993	Dodge	Grand Caravan	Van	7	N/A	N	Active	55,551 / Excellent
Vehicle	15	2015	2C4RDGCG9FR635570	Dodge	Grand Caravan	Van	7	N/A	N	Active	44,794 / Excellent
Vehicle	16	2015	2C7WDGBG9FR702952	Dodge	Caravan w/lift	Van	7	2	Ramp	Active	34,013 / Excellent
Vehicle	17	2014	1FBSS3BL8EDA58843	Ford/ White	E-350 15 Passenger	Van	15	N/A	N	Active	54,707 / Good
Vehicle	18	1998	1FBSS31SXWHB14879	Ford E350	Handicapped Van	Van	8	2	Ramp	Spare	In Shop / Poor
Vehicle	19	2016	2C4RDGCG2GR378060	Dodge	Grand Caravan	Van	7	N/A	N	Active	9,322 / Excellent
Vehicle	20	2016	1GAZGPF5G1331220	Chevy	12 Passenger	Van	12	N/A	N	Active	7,667 / Excellent
Vehicle	21	2002	1GAHG39RX21141679	Chevy	15 Passenger	Van	15	N/A	N	Spare	In Shop / Poor
Vehicle	22	2002	1B4HR38N42F153486	Dodge	Durango	SUV	5	N/A	N	Spare	In Shop / Poor
Vehicle	23	2017	1FMZK1YM0HKB18446	Ford	Transit t-150	Van	8	N/A	N	Active	123 / Excellent
Vehicle	24	2010	2A4RR2D18AR405892	Chrysler	Town & Country	Van	7	N/A	N	Active	93,532 / Good
Vehicle	25	2010	2D4RN3D13AR335678	Dodge	Grand Caravan	Van	7	N/A	N	Active	100,945 / Good
Vehicle	26	2015	2C4RDGCG0FR635571	Dodge	Grand Caravan	Van	7	N/A	N	Active	39,729 / Excellent

Portable Practical Education Preparation (PPEP) / Encompass

Submitted by: Larry Lozier

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift- Y-N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle	1	2006	1FBSS31L16D A4 5046	Ford	Econoline	Van	15	N/A	N	Active	141,946 / Moderate
Vehicle*	2	2007	1FDWE35S56DA15923	Ford	E350 El Dorado, 210 Aerolite	Bus	10	2	Y	Active	45,717 / Moderate
Vehicle*	3	2007	1FDWE35S76DA15924	Ford	E350 El Dorado, 210 Aerolite	Bus	10	2	Y	Spare	87,400 / Poor

Vehicle*	4	2007	1FDWE35S27DA99149	Ford	E350 El Dorado, 210 Aerolite	Bus	10	2	Y	Spare	76,898 / Poor
Vehicle	5	2005	1D4GP24R45B282964	Dodge	Caravan	Van	6	N/A	N	Active	86,518 Moderate
Vehicle*	6	2008	1FD3E35S98D B3 5181	Ford	Cutaway	Bus	9	2	Y	Active	63,040 / Good
Vehicle*	7	2009	1FDEE35S79DA75430	Ford	Cutaway	Bus	9	2	Y	Active	50,529 / Good
Vehicle*	8	2010	1FDEE3FSXADA86926	Ford	Cutaway	Bus	9	2	Y	Active	68,218 / Good
Vehicle	9	2006	KNDMB233766061767	Kia	Sedona - Minivan	Van	6	N/A	N	Active	103,830 / Poor
Vehicle	10	2009	KNDMB233X96294143	Kia	Sedona - Minivan	Van	6	N/A	N	Active	75,885 / Good
Vehicle*	11	2012	1FDEE3FS5CDA62911	Ford	Supreme Candidate	Bus	12	2	Y	Active	50,839 / Good
Vehicle*	12	2013	1FDDS3EL4DDB22287	Ford	Supreme Sentinal	Bus	12	2	Y	Active	44,562 / Good
Vehicle	13	2010	1YVHZ8CH8A5M02940	Mazda	Mazda 6	Car	5	N/A	N	Active	88,109 / Good
Vehicle	14	2013	3C4PDCBG1DT570886	Dodge	Journey SXT	Van	7	N/A	N	Active	50,182 / Good
Vehicle*	15	2015	2C4RDGCG7FR719502	Dodge	Caravan SXT	Van	7	N/A	N	Active	24,732 / Good
Vehicle*	16	2016	1GAZGPF6G1330402	Chevy	3500 Express	Van	12	N/A	N	Active	7,088 / Excellent
Vehicle*	17	2017	1FDEE3FS9HDC22361	Ford	Starcraft	Bus	10	2	Y	Active	11,139 / Excellent

San Carlos Apache Tribe - Nnee Bich'o Nii Transit

Submitted by: Bernadette Kniffin

	Year	VIN	Make	Model	Type of Vehicle	Pass Capacity	W/C Seat#	Lift Y-N	Active or Spare	Miles & Condition
Vehicle	1	2008	1FBNE31L28DB40206	Ford	E-350 Econo Van	11	0			25,2498 / Good
Vehicle	2	2008	1FBNE31L48DB40207	Ford	E-350 Econo Van	11	0			215,187 / Good
Vehicle	3	2008	1FBNE31L68DB40208	Ford	E-350 Econo Van	11	NA			233,798 / Good
Vehicle	4	2008	1FBSS31L58DA80496	Ford	Econo Van LG	14	NA			302,750 / Good
Vehicle	5	2008	1FBNE31L44HA20572	Ford	Econo Van SM	11	0			291,754 / Good
Vehicle	6	2008	1FBSS31L95HB12760	Ford	Econo Van LG	11	0			253,540 / Good
Vehicle	7	2009	1FBNE31L29DA89419	Ford	BS Van	11	0			240,328 / Good

Vehicle	8	2009	1FBNE31L99DA89420	Ford	BS/WSD Van		11	0			282,609 / Good
Vehicle	9	2009	1FBSS31L69DA89421	Ford	BS Van		9	0			35,301.6 / Good
Vehicle	10	2011	1GA2G1DG011778934	Chevy	Express Van		11	0			80,168 / Good
Vehicle	11	2011	1GAZG1FG1B1189938	Chevy	Express Van		11	0			92,082 / Good
Vehicle	12	2011	1GAZG1FGXB1190537	Chevy	Express Van		11	0			173,110 / Good
Vehicle	13	2011	1GAZG1FG3B1190766	Chevy	Express Van		11	0			188,947 / Good
Vehicle	14	2011	1GAZG1FA7C1184546	Chevy	Express Van		11	0			404,770 / Good
Vehicle	15	2003	1FAFP33P13W309838	Ford	Focus		5	0			176,450 / Good
Vehicle	16	2008	1FTRX12W88KD09077	Ford	F150 Truck		6	0			85,497.1 / Good
Vehicle	17	2008	1B36C46K98N296897	Dodge	Avenger SD		5	0			121,938 / Good
Vehicle	18	2012	1GCIKVC7CF207409	Chevy	2500 HD		6	0			136,363 / Good
Vehicle	19	2012	1GCIKVG3GF209125	Chevy	2500 HD		6	0			81,822 / Good
Vehicle	20	2012	1GB6G5BL7C1202590	Chevy	Express 4500		17	2			167,956 / Good
Vehicle	21	2012	1GB6G5BL6C1201902	Chevy	Express 4500		17	2			235,082 / Good
Vehicle	22	2013	1FDD53EL9DDB22866	Ford	E-350		8	2			29,438.1 / Good
Vehicle	23	2013	1FDD53EL0DDB22867	Ford	E-350		8	2			25,070.5 / Good
Vehicle	24	2015	1FDFF4FS1FDA12277	Ford	Starcraft		24	4			112,327 / Good
Vehicle	25	2015	1FVACWDT1GHHD2056	Champion	Defender		32	4			86,098 / Excellent
Vehicle	26	2017	1FBZX2CM7HKA03169	Transit Works	350 Van		10	2			15,109 / Excellent
Vehicle	27	2017	1FBZX2CM3HKA03170	Transit Works	350 Van		10	2			15,958 / Excellent

Superior Senior Center Hope

Submitted by: Arlene Diaz-Gonzalez

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift-Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2010	1FTDSEL4ADB00791	Ford	E350	Van	8	4	Y	Active	39,036 / GOOD
Vehicle	2	2006	1FTSS34L26DA44642	Ford	E350	Van	8	5	Y	Active	25,544 / GOOD

Town of Hayden

Submitted by: Anita Hinojos

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition	
Vehicle*	1	2007	1GAHG35U571249709	Chevy	1TVN	Van	12	0	N	Active	63,220 / Fair
Vehicle*	2	2011	5TZDK3DC0BS044605	Toyota	12 VIN	Minivan	7	0	N	Active	84,434 / Fair
Vehicle*	3	2013	1FDDS3EL2DDB03415	Ford	E350	Van	10	2	Y	Active	13,427 / Excellent

Town of Kearny

Submitted by: Anna Flores

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2007	1GAHG35U871249736	Chevy	Express	Van	12		N	Active	115,579

Town of Miami - Cobre Valley Community Transit

Submitted by: Richard Cluster, Chebel Sandoval

	Vehicle Year	VIN #	Make	Model	Type of Vehicle	Pass Capacity	W/C seat #	Lift- Y-N	Active or Spare	Miles & Condition	
Vehicle	1	2007	1FDXE45S16DB15656	Ford	E450	Bus	14	1	Y	Spare	120,863 / Fair
Vehicle	2	2010	2D4RN4DE7AR282556	Dodge	Grand Caravan	Van	6	1	Ramp	Active	128,220 / Fair
Vehicle	3	2010	2D4N4DE5AR282510	Dodge	Grand Caravan	Van	6	1	Ramp	Active	113,687 / Fair
Vehicle	4	2013	1GB6G5BG3D1146085	Chevy	Express 4500	Bus	15	2	Y	Active	104,617 / Good
Vehicle	5	2013	1GB6G5BG1D1146067	Chevy	Express 4500	Bus	15	2	Y	Active	107,475 / Good

Vehicle	6	2009	1GB9G5AG3A1103909	Chevy	Express 4500	Bus	14	2	Y	Spare	183,880 / Good
Vehicle	7	2010	AGB9G5AG9A1136199	Chevy	Arboc 4500	Bus	14	2	Y	Spare	189,588 / Good

White Mountain Apache Tribe

Submitted by: Cassie Kenton-Garcia, Transit Manager

	<i>Vehicle Year</i>	<i>VIN #</i>	<i>Make</i>	<i>Model</i>	<i>Type of Vehicle</i>	<i>Pass Capacity</i>	<i>W/C seat #</i>	<i>Lift- Y- N</i>	<i>Active or Spare</i>	<i>Miles & Condition</i>	
Vehicle	1	2017	1FDFE4FS2HDC51422	Ford	Econoline	Cutaway	16	2	Y	Active	15,072 / GOOD
Vehicle	2	2017	1FDFE4FS0HDC51421	Ford	Econoline	Cutaway	16	2	Y	Active	3,245 / GOOD

3.1 UNMET NEEDS

To explore the unmet needs of the CAG and Sun Corridor MPO Region, local transit providers were asked through a survey conducted by the Region, of how many clients required the daily use of a wheelchair or specially equipped van to fully utilize services in their communities. On average, providers sighted more than 120 residents are in need of such devices in order to fully engage in their services. Providers stated that some clients required door-to-door assistance and vehicles with wheelchair lifts or ramps. Others required personal assistance during transportation, while some noted the need for translators to accompany the client through the completion of the trip.

One unmet need identified by many organizations was the issue of funding and lack of resources. Plans to expand or enhance services often were limited due to financial constraints. When funding is cut, agencies are forced to reduce services or service quality in order to continue operating. A few of the agencies surveyed were in the process of planning service expansions due to the increase in client demand. However, not all program providers saw an increase in funding to support the higher demand.

Approximately 40 percent of those responding to the survey stated that additional public transit options and/or transportation resources outside of their agency would be helpful to their clients and the communities served. Although clients are using the transportation services through local providers, the community need for transit to locations such as shopping, jobs, medical appointments and court appearances is largely going unmet. Respondents suggest that more deviated routes or on-demand service be incorporated to improve local mobility.

Of the transit providers surveyed, 67 percent stated that joining a network of agencies that coordinates transportation services would improve transportation to clients today and in the future. In order to accomplish the improved services they indicated an interest in the following:

- Centralizing maintenance services for service fleet
- Joint use or pooling/sharing vehicles among agencies
- Centralized fueling for vehicles

Local human service agencies and transit providers were also asked if additional transportation services, beyond those now available, are needed in order for clients to have full access to provided services. A slight majority of 56 percent surveyed stated that additional services were needed and listed the following as areas of need:

- Follow up service in the afternoon (budget only allows morning service)
- General Public Transit service to augment demand transportation
- More vehicles to reduce wait times

Although a majority of local agencies agreed that travel demand was going unmet in their communities, approximately 60 percent claimed that trips outside of their city or town was a higher priority than intra-city trips.

A coordinated plan should maximize the program’s collective coverage by minimizing service gaps and/or duplication of services. In early 2016, the Gila-Pinal Rides Committee identified a list of potential stakeholders in human service transportation for the Region. The list below represents opportunities for collaboration on service needs and possible funding for transit providers. These agencies will be contacted in the future and encouraged to participate in funding and/or supporting local transit to enhance the greater welfare of the entire community.

- Community Action Human Resources Agency
- Horizon Home Care
- Against Abuse
- Arizona Bridge to Independent Living
- Arizona Department of Economic Security – Aging and Adult Protective Services
- Arizona Department of Economic Security – Development Disabilities Division
- Arizona Department of Economic Security – Vocational Rehabilitation
- Arizona Department of Child Safety
- Cenpatico Behavioral Health
- Corazon Behavioral Health Services
- Epic Food Mission
- Gila River Indian Community Food Distribution
- Gold Canon United Methodist Church Food Bank
- Helping Associates Inc.

Agencies that have expressed an interest and need for either replacing or expanding their current fleet of service vehicles are listed below in no particular order and are eligible to submit an application for capital during the 2018 grant cycle:

<i>Agency</i>	<i>Federal Share \$</i>	<i>Local Match \$</i>	<i>Estimated Amount \$</i>	<i>FTA Type</i>	<i>Description</i>
Achieve Human Services	\$23,000	\$6,000	\$29,000	5310	Replacement Van
Town of Florence/Senior Center	\$20,000	\$20,000	\$40,000	5310	Operating funds for Volunteer Program
Hope Lives	\$26,000	\$6,000	\$32,000	5310	15-Passenger Van
Horizon Health and Wellness	\$46,000	\$12,000	\$58,000	5310	Two 12-Passenger Vans
Kearny Senior Center	\$23,000	\$6,000	\$29,000	5310	Replacement Van
Payson Senior Center	\$23,000	\$6,000	\$29,000	5310	Replacement Van
Pinal Hispanic Council	\$46,000	\$12,000	\$58,000	5310	Two Replacement Vans
Pleasant Valley Community Council	\$29,000	\$7,000	\$36,000	5310	One Accessible Van
EST. TOTALS	\$236,000	\$75,000	\$311,000		

4. CONDITIONS ASSESSMENT

4.1 GENERAL ASSESSMENT OF CURRENT CONDITIONS

Rural communities in Arizona continue to rely heavily on privately owned transportation. Both personal and political will appears to favor the independence of the automobile with some minor exceptions of first-time drivers and a retired community concerned about safety.

Rural transit and mobility on-demand are, in many ways, functioning in this Region. The sharing of both vehicles and rides are often limited based on the circumstances of the client. Sixty percent of the respondents surveyed indicated that all system users met one or more required eligibility parameter. Those parameters include such conditions as developmentally disabled (DD), serious mentally illness (SMI), court-ordered treatment, behavior health diagnosis, etc.

Drivers of local providers have completed formal training according to the Human Services survey. However, in communication with the Gila-Pinal Rides Committee, members provided a sense that driver training was still very much in demand. Part of the reason behind that concern was the rate of driver turnover. The consensus to date was to address this concern within the upcoming year and provide better access to driver training options when needed. In 2018 a greater focus will be placed on “train the trainer” opportunities for vehicle operators.

4.2 PERFORMANCE DATA

The human service transit agencies responding to the survey reported making 17,488 one-way trips during the last year to transport elders (60 years and older) and/or people who have a disability. That same group traveled approximately 249,950 in-service miles. The average rider’s fare for the trip was \$1.80 while only 56 percent of the respondents reporting collected a fare or a donation of any kind. Because the average trip is 14.3 miles, the fare box recovers less than 16 cents per mile to help cover costs.

One method of revenue generation and service coordination is to transport clients for other agencies. Not one agency responding to the survey stated that they currently contract with other agencies or organizations to transport clients. Additional research into the viability of ride and vehicle sharing between agencies and commute programs for employers will be explored in the upcoming year.

Only about 20 percent of those responding stated that they are experiencing problems with current methods of transporting clients/passengers to the requested site or service. The two primary reasons that agencies are experiencing problems are due to limited budget and the need for clients to travel longer distances than the agency can manage. Approximately 20 percent of respondents currently have waiting lists for individuals who have no way of getting to services.

Approximately 44.4 percent of agency respondents stated that there are geographic areas, in Gila and Pinal Counties, in which they would like to see more client services operated. The places listed were Payson, Florence, Hayden, Superior, Kearny and the Phoenix metro area.

4.3 GAPS IN SERVICE

Two transit studies planned for the near future in both Gila County and Casa Grande will help to identify current gaps in service. The gaps in service identified by survey respondents were the following areas (in no particular order):

- South of Payson
- North of Payson
- Eastern Pinal County
- Circulator systems in Casa Grande and Florence
- Commuter service to the Phoenix metro area

4.4 REDUNDANCIES IN SERVICE

When asked if there is a duplication of transportation services in one's service area, not one respondent stated yes. Only 12.5 percent of those responding to the survey claimed to purchase client transportation from another organization. This might be an avenue to pursue due to the high cost of operating transit and the focus on coordinating services region wide.

4.5 ORGANIZATIONAL CAPACITY

Because of a relatively sparse population, 168 vehicles currently serve the almost 450,000 residents living in an area of more than 10,000 square miles in the CAG and Sun Corridor MPO Region. Transit providers in this Region have a wide range of clients and trip purposes, however transporting riders for short trips, in small communities and towns can make some vehicles appear less efficient.

Of those surveyed, the primary purpose for providing transportation is to assist residents with counseling and mental health appointments. The second highest priorities was for congregate nutrition (mid-day group meals), home-delivered meals, job placement, residential care, trips to senior centers, supporting employment and volunteer opportunities.

In the CAG and Sun Corridor MPO Region, vehicles having the capacity to transport residents with wheelchairs are in the minority. While 105 vehicles are not capable of transporting someone in a wheelchair, most of the remaining regional fleet can transport two or more people in wheelchairs at the same time. The breakout for vehicles reporting wheelchair tie downs is as follows:

Vehicles with No Tie Downs for Wheelchairs	105
Vehicles with 1 Tie Down for a Wheelchair	5
Vehicles with 2 Tie Downs for Wheelchairs	52
Vehicles with 4 Tie Downs for Wheelchairs	4
Vehicles with 5 Tie Downs for Wheelchairs	2

While most human service transportation providers in the Region run from 8:00 AM to 5:00 PM on weekdays, average service hours for agencies responding to the survey operate 9.5 hours daily. The fleet of vehicles in the Region show almost 12 million miles of service, as reported in September of 2016. The average current mileage of vehicles in the Region is 68,450. According to the survey, 87.5 percent of the providers do not purchase or reimburse for client trips.

All agencies surveyed reported having trained drivers and all but one reported having standard operating procedures for drivers. Currently, 60.3 percent of drivers that transport clients in the Region are part-time operators. Only 21.5 percent work as full-time drivers/operators.

4.6 PARTNERSHIPS & COORDINATION ACTIVITIES

As previously mentioned, the Gila-Pinal Rides Committee is the steering committee for transit coordination issues within the CAG and Sun Corridor MPO Region. This steering committee is comprised of transit providers and stakeholders from Gila and Pinal Counties and meets bi-monthly.

The September 2016 Gila-Pinal Rides Committee Meeting primarily focused on the goals of the mobility on-demand services and the future of coordination in the CAG and Sun Corridor MPO Region. Four primary goals were identified as well as several recommendations to enhance regional training efforts and to reach out to transportation stakeholders currently using, directly or indirectly, 5310 and 5311 transportation resources. Additional details regarding program goals are in **Section 7 Priorities** of this Plan.

A recent demonstration project for “One-Call-One-Click” has taken place in western Arizona, with a report to the Mobility Managers to follow in the fall of 2016 as of the writing of this Plan. The focus of One-Call-One-Click is to simplify rider intake, scheduling, trip management, trip performance and data collection.

Another milestone for technology in transit is the public private partnerships now being developed around special needs transportation with organizations such as Uber and Lyft. Private companies are having discussions around service to clients who have a wide variety of mobility challenges. Technology companies are also becoming extremely innovative in the development of computer and smart phone applications that streamline everything from the client intake process to the reporting of trips, miles and service hours. The FTA is open to and assists with the funding of projects that bring efficiency to the mobility on-demand process.

As part of the coordination among transit providers, **Table 17: Scheduled Gila-Pinal Rides Committee Meetings for 2018** list the Gila Rides Committee meetings for the calendar year, to allow time to plan for discussions with regards to everyday transit needs, barriers, and opportunities.

Table 17: Scheduled Gila-Pinal Rides Committee Meetings for 2018		
Date	Time	Location
Wednesday - January 17, 2018	10:00 AM	Downtown Library – Casa Grande
Wednesday - March 21, 2018	10:00 AM	Pinal Gila Council for Senior Citizens – Casa Grande
Wednesday - May 16, 2018	10:00 AM	Florence Community Center - Florence
Wednesday - July 18, 2018	10:00 AM	Payson Senior Center – Payson
Wednesday - September 19, 2018	10:00 AM	Horizon Health & Wellness – Casa Grande
Wednesday - November 14, 2018	10:00 AM	CAG Offices – Apache Junction

4.7 INFRASTRUCTURE

Commuter Rail

Over the next twenty-five years, Maricopa and northern Pinal County are projected to nearly double in population according to the MAG Commuter Rail Study. Developing a commuter rail system will provide an alternative transportation mode to meet travel demands resulting from expected growth in Maricopa County and northern Pinal County. This anticipated growth will put additional strain on an already congested transportation system, cause additional air quality concerns and further challenge transportation funding sources of the region. For more detailed information regarding the MAG Commuter Rail Study, please visit www.AZMAG.gov.

The Pinal County Transit Feasibility Study completed in 2011, identified four growth areas and outlined an integrated, multimodal transportation system that provides for vehicular travel and transit, including commuter and local rail lines, along with bike and pedestrian routes. The study addresses the next steps the County should take to develop the transit components of such a multimodal system that sets forth a "roadmap" for the development of those improvements.

For more information please visit:

<http://www.pinalcountyaz.gov/PUBLICWORKS/TRANSPORTATIONPLANNING/Pages/Transit.aspx>.

Greyhound

In addition to the intercity travel provided by CART and San Carlos, Greyhound bus service will offer residents the ability to travel to smaller, rural communities in Arizona, as well as access major cities within Greyhound's network. CART operates intercity bus service between Florence, Coolidge and Casa Grande and now connects with Greyhound four times a day Monday through Friday.

Greyhound and ADOT worked in partnership with each of the communities to ensure that the routes were coordinated with local transit operations to allow for easy and convenient transfers. This included coordination with the towns of Safford and Superior, along with coordination with each of the transit systems in the new markets. For more information, please visit:

<https://www.greyhound.com/en/discover-greyhound/> or call (toll-free) 1-800-231-2222 .



Tufesa

Tufesa provides low-cost and reliable bus services in Phoenix, Los Angeles, Anaheim, San Diego, Las Vegas, San Jose, Huntington Park, San Ysidro, Tijuana, Tucson, Nogales, Laughlin, Kingman, Merced, Fresno, Bakersfield, Ontario, Colton, Victorville, Barstow, Gilroy, Indio, Wickenburg and Oceanside. Go to <http://www.gotobus.com/> for more information.



AMTRAK

AMTRAK stops at one place in Pinal County, City of Maricopa. For schedules, rates and details for traveling contact AMTRAK at www.amtrak.com/west-train-bus-station.

To get the most out of your Amtrak experience, start with planning for your train travel — booking a ticket, reserving a hotel, car rental, buying travel insurance, familiarizing yourself with station facilities, train amenities, reserving accessible space and more.

Explore the additional services available for passengers with disabilities and get more details about [making reservations](#), traveling with [service animals](#), meal service and station accessibility.



5. TRIP GENERATORS

Transit is a public service. Similar to schools, utilities, libraries, roads, and parks, transit provides a life's necessity – transportation. For those who choose not to or cannot drive a car, transportation provided by public operators, non-profits, volunteers, or private companies get people to work, school, doctors, grocery stores, and other necessary destinations. As the population continues to age and income gaps widen, transportation becomes increasingly difficult. Smart Growth America, a non-profit advocacy organization for smart growth initiatives; estimate that the average American spends 18 cents of every dollar on transportation. For low-income families, this cost doubles, placing an extra burden on scarce resources. In rural communities, providers help to bridge the gap between those with travel resources and those without. For more information on Smart Growth America, please visit <https://smartgrowthamerica.org>.

CAG and the Sun Corridor MPO will identify the top locations and purposes of the trips currently being generated for each 5310 and 5311 service providers.

6. IDENTIFICATION OF BARRIERS, OPPORTUNITIES, & STRATEGIES

The following is a list of barriers, opportunities, and strategies discussed in previous Gila-Pinal Rides Committee meetings. Additional items identified have been added as part of the 2018 update and are italicized below.

- **Barriers:**
 - Geographically (Distance, unpaved roads and difficult weather)
 - Funding (lack of political will; *technical needs & connectivity*)
 - Education and marketing opportunities for HS agencies
 - Lack of mechanics and spare vehicles when breakdowns occur
 - Insufficient driver training opportunities
 - The current inability to coordinate rides with for-profit or for-hire transportation companies
 - *Disasters, hi-jacking threats or emergency preparedness*
 - *Safety of operations – (roads and driver training)*
 - *Employers/Employment centers unwilling to assist riders and coordination*

- **Opportunities:**
 - Casa Grande & Greater Gila County Transit Studies
 - Regional Transportation Authority – 20 year revenue source (if passed by voters)
 - Youth are more interested public transportation
 - Public Private Partnerships (P3s)
 - Advertising as a revenue generation
 - Driverless/autonomous vehicles (buses)
 - Working closely with stakeholders and local governments
 - Eloy Transit Study
 - *Engage local elected officials as champions for building support*
 - *Education and marketing as it pertains to transportation & transit*
 - *More regionally connected transit systems*
 - *Expanding services to Payson, Casa Grande, Florence, and Eloy communities*
 - *Growth in Pinal County*
 - *Ways to fund bus stops and facilities for transit*
 - *Update the 2011 Pinal County Transit Study (next year application)*
 - *Improve technology, connectivity, and communication among providers and riders*
 - *Improve driver training (to include emergency management)*

Strategies: Please see **Section 7: Priorities**

Barriers to Public Transportation

In the recent past, one of the greatest barriers to the development and operation of a fixed route system is the distance between the residential, employment and service centers. Through coordination of existing resources and programs, one of the Pinal County Transit Feasibility Study of 2011 goals was to create a transit system that is efficient and provides an attractive alternative means of transportation. It was recommended that this be done through the existing fixed route system, with support from smaller rural transit options such as senior center transportation and local dial-a-ride services.

Information Gap

One of the most common barriers identified for riding public transportation is the lack of highly publicized or marketed information. Often residents do not know the various transit programs within the region that may provide multiple options for their transit needs. This would include system routes, service areas, operating hours and system access. Although respondents suggest no overlap of services, a lack of information and coordination could result in a duplication of services.

Accessibility to Routes

ADA requires complementary Paratransit service for residents within a reasonable travel distance of a fixed bus route. However, origin and destination data for those rides is limited. Clear barriers to these fixed routes include the hot weather and lack of sidewalks in rural communities. In addition, current walking distances to bus stops (origins and/or destinations) are not always achievable by all segments of the population including the elderly and people with disabilities.

7. PRIORITIES

The Gila-Pinal Rides Committee identified the following Program Goals (in order of importance):

7.1 COORDINATION GOALS, OBJECTIVES, STRATEGIES, AND PROJECTS

GOAL 1: Strengthen, through coordination, the existing transit services and support expansion of transit where appropriate.		
Tentative Objectives	Tentative Strategies	Tentative Projects
Support studies to determine where transit service can be enhanced by coordination, and support expansion of these services.	<ul style="list-style-type: none"> ▪ Greater Gila County Transit Feasibility and Implementation Study 	<ul style="list-style-type: none"> ▪ Regular meeting with 5310/5311 providers and engage other special needs stakeholders for support. ▪ Provide support and input to local transit studies.
Encourage Providers to develop joint or shared services that will be competitive for Federal operating assistance. Look for methods to maximize coordination such as new technologies for scheduling, performing trips and managing data collection for all providers.	<ul style="list-style-type: none"> ▪ Pinal Hispanic Council and Horizon Health and Wellness have agreed to a meeting with one another to coordinate transportation services for their clientele. ▪ Cobre Valley is working to coordinate with San Carlos services. ▪ Conduct a product demonstration of technologies that enhance coordination. ▪ Examine areas where providers might purchase rather than operate services. 	<ul style="list-style-type: none"> ▪ Portion of Mobility Manager's time to participate in the state-wide technology committee for 5310/5311 providers. ▪ Participate in MAG's regional Mobility Management Coordination efforts, travel training and ambassador programs. ▪ Participate in the Mobility Manager's Technology Evaluation Committee. ▪ Secure Funding to support the demonstration of technology tools. ▪ Encourage contracting trips to clients of other agencies for revenue generation.

GOAL 2: Strengthen and expand training programs for public, human service, and volunteer providers in Gila and Pinal Counties – with a special focus on expanding joint driver trainings.		
Tentative Objectives	Tentative Strategies	Tentative Projects
Continue sharing educational opportunities with regional providers, and advertising available courses sponsored by SEAGO, AZTA, CTAA and others.	<ul style="list-style-type: none"> Continue website development and build awareness of regional services. 	<ul style="list-style-type: none"> Portion Mobility Manger’s time to build awareness and promote training opportunities.
Identify key classes and stakeholders for available workshops, set up locations, frequency, and facilitators and/or trainers. Special focus on driver training and development.	<ul style="list-style-type: none"> Assist SEAGO in local promotion, feedback on regional needs and the facilitation of training sessions. 	<ul style="list-style-type: none"> Portion Mobility Manager’s time to help host and support trainings. Develop a list of certified trainers for hands-on driver professional development.
GOAL 3: Provide readily accessible information on transit and specialized transportation resources in Gila and Pinal Counties.		
Tentative Objectives	Tentative Strategies	Tentative Projects
Improve and maintain a website that includes information on available providers for local and regional services for both the general public and clients of specific programs.	<ul style="list-style-type: none"> Apply for funding for website development to occur FFY 2017-2018. 	<ul style="list-style-type: none"> Website development – log-in providers section and general public section. Portion Mobility Manager’s time to develop web information and content.
GOAL 4: Maintain vehicles in a state of good repair and utilize efficiently.		
Tentative Objectives	Tentative Strategies	Tentative Projects
Maintain an appropriate fleet size to meet the needs of regional transportation providers.	<ul style="list-style-type: none"> Prioritize the replacement of vehicles that have high mileage and serve a diverse population. 	<ul style="list-style-type: none"> Mobility Manager to address all replacement requests and help in the redistribution of spares or lightly used fleet.
Support shared use agreements for backup vehicles, use of accessible vehicles, or joint use.	<ul style="list-style-type: none"> Help providers remain compliant and transition to the new asset management ADOT program. 	<ul style="list-style-type: none"> Portion Mobility Manager’s activities to continually help evaluate fleet size and provider readiness.

7.2 Operational Priorities

1. Continue funding of existing programs that lack public or private transportation alternatives.
2. Develop and encourage programs that address regional service gaps.
3. Encourage projects that go beyond ADA requirements.

4. Focus funding on programs that improve services by coordinating trips with other organizations.
5. Encourage agencies to serve the elderly, individuals with disabilities and the general public where allowed by organizational policies.

7.3 Capital Priorities

1. Replace existing program vehicles that have exceeded the ADOT identified useful life and meets at least two operational priorities.
2. Replace program vehicles that have exceeded the ADOT identified useful life and meets at least one operational priority.
3. Support fleet expansion that provides increased access or coordination with a 5310 agency and meets two operational priorities.
4. Support fleet expansion that identifies an unmet geographic or ridership need and meets two operational priorities.

8. PROJECT EVALUATION & SELECTION

Applicants are rated for funding based on the evaluation and selection criteria provided in this section. Agencies seeking funding in the CAG and Sun Corridor MPO Region are required to have all projects measured through a prioritization process. The system of analysis (developed primarily by WACOG) uses the weights and evaluation focus described in the Project Evaluation Criteria section of the ADOT Coordinated Mobility Program guidebook¹. The three categories are:

- Project Management Criteria – 20%
- Coordination Criteria – 40%
- Project Specific Criteria – 40%

The following describes each coordination action required with weighting and focus for each category.

Project Management Criteria = 20% of overall score (20 points total)

If the Applicant is a current 5310 program recipient, they may receive points based on the timely submittal of the required quarterly reports, adequately managing program operations to comply with federal rules and properly documenting local match.

- Quarterly submitted on time = **4 points** (per report)
- Remained in compliance in previous year = **2 points**
- Properly documented the source and commitment to local match = **2 points**

If the Applicant is new to the 5310 program, points may be earned if they have attended the required Coordinated Council meetings and have provided the necessary data to be included in the Coordination Plan.

A - Project Management Criteria 20% (20 Points Possible)				
A1 - Existing 5310 Program		or	A2 - New 5310 Program	
1st Qtrly rpt Submitted on Time - 4 points			Attend 1 CC Meeting - 3 points	
2nd Qtrly rpt Submitted on Time - 4 points			Attend 1 CC Meeting - 3 points	
3rd Qtrly rpt Submitted on Time - 4 points			Attend 1 CC Meeting - 3 points	
4th Qtrly rpt Submitted on Time - 4 points			Attend 1 CC Meeting - 3 points	
Compliance for last year - 2 points			Attend 1 CC Meeting - 3 points	
Properly Documented Local Match - 2 points			Submit CC Plan Data - 5 Points	
Total	0		Total	0
TOTAL Project Management Criteria			0	
MAXIMUM OF 20 POINTS				

Figure 11: Existing or New Project Application

¹ See Coordinated Mobility Program Section 5310 FY2016 – Page 35

Coordination Criteria = 40% of overall score (40 points total)

Applicants may receive points based on attendance/participation in Coordinated Council meetings either in person or by phone. (**2 points** per meeting x 6 meetings a year = **12 points** possible).

Applicants may receive up to **10 points** based on the submission of annual Coordination Plan Data to the Mobility Manager. Examples of documents requested include operations data, vehicle inventory, program profile updates and any other documents needed for creation/update of the Coordination Plan.

- Data submitted on time = **10 points**
- Data submitted up to 10 days past deadline = **5 points**
- Data not submitted = **0 points**

Programs may receive up to **18 points** when demonstrating coordination efforts and logistics with other agencies and Human Service Providers.

- Coordination such as meetings with other providers for MOU's, referring clients to each other's programs, shared trainings, discussions for covering local area gaps through agency to agency services, referring and sharing other providers information, education to other human service providers on transit operations/options = **6 points**
- Sharing of program equipment such as dispatching or software (i.e. training software) = **6 points**
- Sharing of program vehicles with other 5310 programs or for local community events = **6 points**

B - Coordination Criteria 40% (40 Points Possible)					
B1 - CC Meetings - 30%		B2 - CC Plan - Annual Data - 25%		B3 - Coordination w/other Programs - 45%	
Ride Meetings Attended 2 points per meeting		On Time = 10 points, Late = 5 points, Did Not Respond = 0		Coordinating logistics = 6	
				Sharing Equipment = 6	
				Sharing Vehicles = 6	
Total	0	Total	0	Total	0
TOTAL Coordination Criteria					0
MAXIMUM OF 40 POINTS					

Figure 12: Coordination Criteria

Project Specific Criteria = 40% of overall score for Capital Expansion, Replacement or Operations (40 points total)

Only **TWO** sections may be picked with regards to Project Specific Criteria.

Applicants for Replacement Capital may receive up to **20 points** based on the current vehicle state of repair.

- Age of vehicle being replaced (up to **5 points**) – **1 point per year** up to 5 years.
- Current mileage of vehicle (up to **5 points**) – **1 point for every 20,000 miles** up to 100,000 miles

- Condition of vehicle (up to **5 points**) – this is determined by compliance with the annual EQS inspection² requirement for the vehicle that is to be replaced. If program is in compliance with EQS inspection they may receive **5 points** and then they can receive points based on the self-reported condition of the vehicle. If the vehicle is:
 - Excellent or Good condition = **2 points** (*well-maintained, no ongoing mechanical problem, shows minor wear.*)
 - Fair condition = **3 points** (*Near midpoint of useful life, obvious signs of wear, regular maintenance keeps it safe and operable, but costs exceed norm.*)
 - Poor condition or Failing condition = **5 points** (*unsafe to use*)
- Regional resource utilization of capital equipment (up to **5 points**).
 - 5310 Agency to agency shared use of vehicles = **3 points**
 - 5310 agency to agency shared use of other equipment = **2 points**

C - Replacement Capital Criteria 40% (20 Points Possible)					
C1 - Age of Vehicle - 10%		C2 - Mileage of Vehicle - 10%		C3 - Condition of Vehicle/Needs Based - 10%	
Age of Vehicle 1 point per Year Old (Not more than 5 Points)		Current Mileage of Vehicle (1 Point for every 20,000 Miles - up to 5 Points)		Excellent or Good condition = 2 Points Fair condition = 3 Points Poor or Failing condition = 5 Points	
Replacement Capital Criteria Total					0

**Figure 13(a): Project Specific Criteria – Replacement Capital
AND/OR**

Programs applying for New/Expansion Capital may receive up to **20 points**

- If New (Expansion Capital) is planned for use in a geographic area currently identified as a *regional gap in service* they may receive up to **5 points**
- Need to Expand existing fleet based on customer demand or excessive fleet hours of operation – up to **5 points**.
- Regional resource utilization with new capital equipment to enhance coordination for *existing riders* – up to **5 points**
- If the 5310 agency shares the use of vehicles or equipment = **5 points**

D - New/Expansion Capital Criteria 40% (20 Points Possible)					
D1 - Geographic Gap in Services - 10%		D2 - Existing Fleet Capacity - 20%		D3 - Regional Resource Utilization - 10%	
Capital Expansion due to a Gap in Service - Up to 5 points		Expand Fleet due to Customer Demand - 5 Points		Expand to share 1 - 2 Items - 2 Points	
		Expand Fleet to enhance Coordination - 5 Points		Expand to Share 3 - 5 Items - 3 Points	
				Expand to Share More than 5 Items - 5 Points	
Sub Total	0	Sub Total	0	Sub Total	0
New/Expansion Capital Criteria Total					0

² The condition reported by the program must be supported by the EQS summary report or some other certified documentation of condition. Note: If program is not in compliance with EQS inspection requirement they will receive 0 points regardless of the reported condition of vehicle unless proof can be provided as to why it is impossible to comply with EQS inspection, such as vehicle is inoperable certification provided by a certified mechanic.

Figure 13(b): Project Specific Criteria – New/Expansion Capital

AND/OR

Other: Additional points may be awarded for either Capital or Operational funding for program plans under the following conditions – Up to **20 points** available:

- Applicants now receiving 5310 Operating funds and having an implementation plan for continued operational funding can receive up to **5 points**
- Services provided with priority to seniors and individuals with disabilities but also open to general public may receive up to **10 points**
- Existing programs applying for continued operating funds and currently effective in meeting ADOT performance indicators = **5 points**

E - Capital or Operational Funding Criteria 40% (20 Points Possible)					
E1 - Open to General Public - 10%		E2 - Approved Budget - 10%		E3 - Local Match/ In-Kind - 10%	
Operational Funded with Implementation Plan - 5 Points		Services to Elderly, Riders with Disability and General Public - 10 Points Possible		Applying for continued operational fund while currently meeting ADOT performance goals - 5 Points Possible	
Capital or Operational Funding Total					0
MAXIMUM OF ALL THREE TABLES - 40 POINTS					
TOTAL - ALL CAPITAL & OPERATING:					0

Figure 13(c): Project Specific Criteria – Capital or Operational Funding

The total score the following scorecard sums up computation for the entire project evaluation:

	Maximum	Actual
A- Project Management Criteria	20	0
B - Coordination Criteria	40	0
C - Project Specific - Replacement Capital	40	0
D - Project Specific - New/Expansion Capital		0
E - Project Specific - New/Expansion Operating		0
Total Score	100%	0
MAXIMUM OF 100 POINTS		

Figure 14: Project Specific Criteria: Total Score

9. PLAN UPDATE INPUT PROCESS

Public participation is welcomed and encouraged by CAG and the Sun Corridor MPO. There are numerous and varied techniques/activities to provide the opportunity for public stakeholder involvement. CAG and the Sun Corridor MPO obtain input in a variety of ways including, but not limited to public hearings, newspapers, small and large group presentation, committee meetings, website and e-mail correspondences.

The Public Notice was published in the following newspapers in Gila and Pinal County for a 30-day review period that started from January 10, 2018 that ended on February 8, 2018. CAG and the Sun Corridor MPO also posted the Public Notice on their respective websites beginning January 10, 2018.

- AJ News
- Arizona City Independent
- Casa Grande Dispatch – (Thru Tri-Valley Dispatch)
- Coolidge Examiner – (Thru Tri-Valley Dispatch)
- Eloy Enterprise – (Thru Tri-Valley Dispatch)
- Florence Reminder
- San Manuel Miner
- Copper Basin News – (Kearny Dudleyville, etc.)
- Superior Sun
- Silverbelt – (also Apache Moccasin, Copper Country News)
- Maricopa Monitor
- Payson Roundup

Committees: The formal process to review and approve this Plan included input from the following committees and local stakeholders beginning in November 2017 and concluded in March of 2018.

- **Gila-Pinal Rides Committee** – November 15, 2017
- **Sun Corridor MPO Transportation Advisory Committee** – Recommend Approval to Advertise for 30-Day Comment Period – December 14, 2017
- **Sun Corridor MPO Executive Board** – Approval to Advertise for 30-Day Comment Period – January 9, 2018
- **CAG Technical Transportation Advisory Committee** – Recommend Approval of Plan Update – February 8, 2018
- **Sun Corridor MPO Technical Advisory Committee** – Recommend Approval of Plan Update – February 22, 2018
- **CAG Management Committee** – Recommend Approval of Plan Update – March 1, 2018
- **Sun Corridor MPO Executive Board** – Approval of Plan Update – March 13, 2018
- **CAG Regional Council** – Approval of Plan Update – March 21, 2018

Gila-Pinal Rides Committee Meeting: The process used to engage the stakeholders in providing input for this Plan included convening August and September 2017 meetings where transit providers, local jurisdictions and human service stakeholders discussed the goals and objectives; the barriers and needs for program success; and current challenges facing human service agencies in Gila and Pinal Counties. Special care was taken to select a location that could accommodate physical abilities/disabilities, language barriers, and other civil rights protections and the opportunity to make an audio call into the meeting to help accommodate participation for those physically unable to travel to the meeting location. Program Goals identified and agreed to in that discussion included the following:

Goal 1 – Strengthen, through coordination, the existing transit services and support expansion of services where appropriate.

Goal 2 – Strengthen and expand training programs for public, human service, and volunteer providers in Gila and Pinal Counties – with a special focus on expanding joint driver trainings.

Goal 3 – Provide readily accessible information on transit and specialized transportation resources in Gila and Pinal Counties.

Goal 4 – Maintain vehicles in a state of good repair and are utilized efficiently.

The meeting encouraged diversity of programs from across the CAG and Sun Corridor MPO Region and discussion ranged from current challenges to the future of driverless vehicles.

APPENDIX

APPENDIX 1 DOCUMENTATION OF PLAN ADOPTION

The following schedule is an update to the Human Services Transportation Coordination Plan. Draft Review times are approximate due to unforeseeable circumstances.

Task	Start	End
GILA-PINAL RIDES COMMITTEE MEETING		
Asking for final comments from Final Draft Review		11/15/17
SCMPO TECHNICAL ADVISORY COMMITTEE		
Requesting approval recommendation to EB of 30-day publication notice		12/14/17
SCMPO EXECUTIVE BOARD		
Requesting approval for 30-day publication notice		01/09/18
START OF 30-DAY PUBLIC COMMENT PERIOD		
Newspaper publication Notice Date for 30-day Public Comment period		01/10/18
*AJ News		01/08/18
*Arizona City Independent		01/10/18
*Casa Grande Dispatch - (Thru Tri-Valley Dispatch)		01/10/18
*Coolidge Examiner - (Thru Tri-Valley Dispatch)		01/10/18
*Eloy Enterprise - (Thru TriValley Dispatch)		01/10/18
*Florence Reminder		01/04/18
*San Manuel Miner		01/10/18
*Copper Basin News - (Kearny, Dudleyville, etc.)		01/10/18
*Superior Sun		01/10/18
*Silverbelt - (also Apache Moccasin, Copper Country News)		01/10/18
*Maricopa Monitor		01/05/18
*Payson Roundup		01/05/18
CAG TTAC		
Recommend Approval to Regional Council of Final Plan		02/08/18
END OF 30-DAY PUBLIC COMMENT PERIOD		
		02/08/18
SCMPO TAC		
Recommend Approval to Executive Board of Final Plan		02/22/18
CAG MANAGEMENT COMMITTEE		
Recommend Approval to Regional Council of Final Plan		03/01/18
SCMPO EXECUTIVE BOARD		
Requesting approval of Final Plan		03/13/18
CAG REGIONAL COUNCIL		
Requesting approval of Final Plan		03/21/18
Submit Approved Plan with documentation stating such to ADOT		
		03/22/18

APPENDIX 2 SURVEY QUESTIONNAIRE

In 2016 the development of this Plan, survey questionnaire was distributed directly to more than 70 transit providers, human service agencies, public agencies and various stakeholders to understand attitudes, perceptions, and needs of the general population. The questions asked:

General Information

1. *Agency, Community, or Company Name*

2. *Street Address*

3. *City, State, Zip Code*

4. *Telephone*

5. *Name of Agency Director/Contact Person Telephone #, if different*

6. **Which of the following best describes your agency?**

Private, non-profit Private, for-profit Public Other

7. **Which of the following best describes your situation with regard to transportation services? (Please check only one)**

We provide transportation to the general public.

We are a human service agency that provides transportation to our clients, either directly by our agency or through contracted services.

We are a human service agency that does not provide transportation but provides support or assistance for transportation to those who are in need of it.

8. **Which services does your agency provide?** Check all that apply.

Adult Day Care

Child Day Care

Work Services

Congregate Nutrition

Counseling

Education/Training

Head Start

Home-Delivered Meals

Job Placement

Medicaid

Medical/Dental

Mental Health

Recreational/Social

Rehabilitation

Religious

Residential Care

Senior Center

Sheltered Employment

Support Employment

Transportation

Volunteer Opportunities

Welfare/Food Stamps

Other: _____

9. Does your agency have eligibility requirements? ___ Yes ___ No

If YES, please check all that apply: ___ Age – please specify: _____
___ Disability – please specify: _____
___ Income – please specify: _____
___ Other – please specify: _____

10. What geographic area do you serve?

The entire county of: _____
The entire city or towns of: _____
Other: (please specify): _____

11. How do clients get to your center or site? (Please check all that apply.)

- Drive by them self
- Ride with Family or Friends
- Agency operates vehicles
- Volunteers bring them
- Staff picks them up and brings them
- They live in a group home and are transported on the group home's vehicle
- Taxi
- Carpool with other clients
- Public transportation system
- Consolidated agency transportation system
- Another agency transports them – please specify: _____
- Other – please specify: _____

12. How many of your clients are unable to drive themselves or do not have a car available and thus are dependent upon some sort of transportation assistance? _____

Is the transportation needed generally available to these clients to the extent that they can have full access to the services your agency provides? ___ Yes ___ No

13. How many of your clients must use a wheelchair and need a specially equipped vehicle (such as a lift-equipped van with wheelchair tie-downs)? _____

Are you able to meet the agency-related transportation needs of your wheelchair-using clients? ___ Yes ___ No
If NO, please indicate to what extent their needs are met.

14. How many of your clients need some sort of other specialized transportation assistance or equipment? _____ Please describe these needs in detail. _____

15. To what activities do you purchase, or reimburse, for client transportation? (Please check all that apply)

- We do not purchase or reimburse for client transportation
- Adult Day Care
- Child Day Care
- Congregate Nutrition
- Counseling
- Education/Training
- Head Start
- Job Placement
- Medical Dental

- Mental Health
- Recreation/Social
- Rehabilitation
- Religious
- Senior Center
- Workforce Services
- Social Services
- Supported Employment
- Volunteer Opportunities
- Other – please specify: _____

If you reimburse, what is your client reimbursement rate? \$ _____ Per mile

How many miles of self-provided transportation did you reimburse in the last fiscal year? _____

What was the total amount spent on client reimbursement during the past fiscal year? _____

16. Does your agency purchase client transportation from another organization? Yes No

If YES, please complete the table below.

Name of organization from which service is purchased	Type of Organization	Description of Service Purchased	Unit Cost (per mile, house, or trip?)	Total Cost during Past Fiscal Year	Total One-way Trips during Past FY
<i>Example: Joe's Cab</i>	<i>Taxi</i>	<i>Demand-response</i>	<i>\$1.00/mi</i>	<i>\$5,350</i>	<i>800</i>

17. Please check each day of the days of the week that you provide transportation services. On the right, indicated the hours during which service is available to your clients:

<u>Day of the Week</u>	<u>Hours of service availability each day:</u>
<input type="checkbox"/> Monday	_____
<input type="checkbox"/> Tuesday	_____
<input type="checkbox"/> Wednesday	_____
<input type="checkbox"/> Thursday	_____
<input type="checkbox"/> Friday	_____
<input type="checkbox"/> Saturday	_____
<input type="checkbox"/> Sunday	_____

18. Do you provide transportation service in any of the following ways (check all that apply)?

- We operate our own vehicles.
- We contract with someone else who provides transportation services for us.
- We purchase and provide public transit tickets and passes so our clients can ride public transit.
- Some of our clients reach our services using public transit regular bus service.
- Some of our clients reach our services using public transit paratransit.
- Some of our clients reach our services using other transportation services.
- We work with volunteer drivers to provide transportation.
- Other (please explain) _____

19. Which of the following describes the type of transportation service you offer (check all that apply)?

- Client-only transportation
- Fixed Route
- Demand Response (MOD) – please specify geographic limits: _____

If you checked MOD, with who do clients schedule demand-responsive/subscription services?

Dispatcher/Scheduler Driver Caseworker Manager
 Secretary/Receptionist Other – please specify _____

20. Do you limit the kinds of trips for which can use your transportation service? *Please include any restrictions such as the number of trips that are allowed in one month, trip purposes allowed, etc.*

No
 Yes (Please explain) _____

21. Please describe any special needs that passengers on your transportation service may have.

Drivers and Vehicles

22. Do your drivers receive any sort of formalized driver training program? Yes No

If YES, please describe (include course name, who provides the training, length of training, certification, etc.): _____

23. Do you have written standard operating procedures for drivers? Yes No

24. Where are your vehicles maintained?

At a private garage, repair shop, or dealership.
 By a government agency, please specify: _____
 In-house, please describe: _____

25. How many of your vehicles need to be replaced?

Right away
 Within the next year
 Within the next two years

26. Who operates the vehicles?

Full-time drivers – how many? _____
 Part-time drivers – how many? _____
 Volunteer drivers - how many? _____
 Full-time staff with other primary job functions - how many? _____
What is their primary job function? _____

27. Does your agency reimburse staff or volunteers if they transport clients using personal vehicles?

Staff Volunteers Neither Other (please specify) _____

21-a What is your reimbursement rate? \$ _____ per mile.

21-b How many miles of client transportation did you reimburse during the past fiscal year? _____

21-c What was the total amount spent on staff or volunteer reimbursement for transportation during the past fiscal year?
\$ _____

21-d On the average, how many staff hours per week are spent transporting your clients in personal vehicles? _____ Hours

21-e How many one-way passenger trips were provided in this manner during the past fiscal year? (Please estimate, if necessary) _____

28. How many one-way passenger trips did our agency provide during the past fiscal year?

_____ Is this an estimate? Yes No

Note: a one-way passenger trip means that each time a person board and then alights from a vehicle is counted as one trip. Return trips are counted as a second trip.

29. How many vehicle miles of service did your agency provide during the past fiscal year?

_____ Is this an estimate? Yes No

30. How many vehicle hours of service did your agency provide during the past fiscal year?

_____ Is this an estimate? Yes No

31. Does your agency charge fares or request contribution/donations for transportation?

Yes No

If YES, which?

_____ Fare – please specify amount \$ _____ or attach a schedule.

_____ Contributions – what is the suggested contribution \$ _____

32. Do you currently contract to transport clients of any other agencies or organizations?

Yes No

If YES, please provide the number of one-way passenger trips provided in the past fiscal year, the billing rate and basis, and the total charge for the past fiscal year for each agency or organization.

<i>Organization Name</i>	<i>Contact Person, Telephone Number</i>	<i>One-way Passenger Trips</i>	<i>Unit Charge(\$</i>
<i>per mile, \$ per pass)</i>		<i>Total Charges</i>	

Agency Expenses and Revenues

33. What were your agency's administrative outlays and expenditures during the past fiscal year for passenger transportation? Please apportion salaries and other expenses attributable to transportation. *For example, if your bookkeeper spends one day per week on transportation tasks, list 20 percent of his/her salary and fringe costs.*

Administrative and Indirect Expenses

Dollar Cost

1. Director's salary	\$ _____
2. Director's fringe benefits	\$ _____
3. Secretarial salary	\$ _____
4. Secretarial fringe benefits	\$ _____
5. Bookkeeper salary	\$ _____
6. Bookkeeper fringe benefits	\$ _____
7. Secretarial salary	\$ _____
8. Secretarial fringe benefits	\$ _____
9. Bookkeeper salary	\$ _____
10. Bookkeeper fringe benefits	\$ _____
Total Administrative Expenses	\$ _____

34. What were your operating expenditures for transporting clients in the past fiscal year? If full-time staff functions as drivers part-time, please apportion their salaries accordingly and list under drivers' salaries.

Operating Expenses

1. Drivers' salaries	\$ _____
2. Drivers' fringe benefits	\$ _____
3. Dispatchers' salary	\$ _____
4. Dispatchers' fringe benefits	\$ _____
5. Fuel & Oil	\$ _____

6. Maintenance & repairs	\$ _____
7. Tires, parts, materials and supplies	\$ _____
8. Titles, fees, and licenses	\$ _____
9. Taxes	\$ _____
10. Vehicle and equipment leases and rentals	\$ _____
11. Vehicle Insurance	\$ _____
12. Staff and volunteer mileage reimbursements (same as question 20)	\$ _____
13. Client reimbursement	\$ _____
14. Purchased transportation (same as question 27)	\$ _____
15. Other – please specify _____	\$ _____
Total Operating Expenses	\$ _____

35. What are the funding sources for the expenses identified in 28 and 29? Please identify the major sources of funds for your agency's transportation services and the amount contributed by each in the past fiscal year. If the transportation is funded out of various agency programs, please list those programs and estimate the approximate amount attributable to client transportation in each.

<u>Federal/State:</u>	<u>Assistance Program</u>	<u>Amount of Funding Used for Client Transportation</u>
	Adult Developmental Activities Program	\$ _____
	Community Services Block Grant	\$ _____
	Adult Day Care	\$ _____
	Head Start	\$ _____
	Job Training Partnership Act	\$ _____
	Mental Health/Mental Retardation	\$ _____
	Section 5310	\$ _____
	Section 5311	\$ _____
	TANF	\$ _____
	Title III B	\$ _____
	Veteran's services	\$ _____
	Medicaid (AHCCCS)	\$ _____
	Medicaid (ALTCS)	\$ _____
	Vocational Rehabilitation	\$ _____
	Workforce Investment Opportunity Act	\$ _____
	Title XX (Social Services Block Grant)	\$ _____
	Other – please specify: _____	\$ _____
	Other – please specify: _____	\$ _____
	Other – please specify: _____	\$ _____
	Total Federal/State Funds	\$ _____
 <u>Local:</u>	City/Town – please specify: _____	\$ _____
	County – please specify: _____	\$ _____
	County – please specify: _____	\$ _____
	Client Fees	\$ _____
	Contracted Service (same as question 26)	\$ _____
	Donations/Contributions (same as question 25)	\$ _____
	Fares (same as question 25)	\$ _____
	United Way	\$ _____

Workshop Revenue	\$ _____
Other – please specify: _____	\$ _____
Other – please specify: _____	\$ _____
Total Local Funds	\$ _____

Future Transportation Options

36. Are you having any problems with your current method of getting clients/passengers to your site or service? ____ Yes ____ No

If YES, please explain: _____

37. Do you feel that additional transportation services, beyond those now available, are needed in order for your clients to have full access to the services your agency provides? ____ Yes ____ No

If YES, please explain: _____

38. Do you have a waiting list for clients because these individuals have no way to get to your services? ____ Yes ____ No ____ If

YES, how many? _____

39. Are there geographic areas, in or out of Gila and Pinal Counties, in which you would like to see more client services operated? ____ Yes ____ No

If YES, please explain: _____

40. What plans do you have during the next five years to expand (or reduce) agency programs or services? What impacts will these changes have on your client transportation needs?

41. Would you like to see more coordination of client transportation among the various agencies in Gila and Pinal Counties? ____ Yes ____ No

If YES, please indicate the agencies you would like to see involved: _____

42. What is the most important thing that could be done to improve transportation services for your clients? _____

43. What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services? _____

44. Are there activities or destinations which need more transportation services?

____ Yes ____ No

If YES, what are they and where are they located? _____

45. Is there duplication of transportation services in your service area? ____ Yes ____ No

If YES, please describe the agencies involved, and the areas and times when duplication exists.

46. Please describe transportation needs, specific to your agency or community, that you feel are not being adequately met. Please be as specific as you can. (Please include any special needs or requirements your clients or passengers may have.)

47. Please describe other transportation needs in Gila and Pinal Counties that you feel need to be addressed.

48. Please indicate below areas of your *potential interest* in becoming involved in improving transportation services through better coordination of the services and resources that are available today and can be available in the future (Please check all that apply):

____ Joining a network of agencies that coordinates transportation services to better meet travel needs

____ Pooling of financial resources you budget for transportation services to better coordinate services

- Joint use, pooling, or sharing of vehicles among agencies
- Purchasing of vehicles cooperatively
- Centralized fueling of vehicles
- Centralized maintenance services for vehicles
- Centralized scheduling of your passenger trips with other agency trip scheduling
- Centralized operation of vehicles for your passenger trips and other agency trips
- Contracting to purchase transportation service rather than continuing to operate it
- Contracting to provide transportation service to other agencies needing service

49. Please provide us with other thoughts you have on how you may participate in efforts to improve transportation services in Gila and Pinal Counties through coordination services.

50. Please add any comments you may have in the space below

APPENDIX 3 GREYHOUND – INTERCITY TRANSIT

Below is a sample daily bus Schedule for Greyhound bus lines from El Paso, TX to Phoenix, AZ.

 Greyhound Arizona Rural Bus Schedule El Paso to Phoenix		
101	Schedule Number	102
Daily	FREQUENCY	Daily
11:30	El Paso, TX	17:00
12:20	Las Cruces, NM	16:10
14:25	Lordsburg, NM	14:05
14:45	Lordsburg, NM	13:45
15:25	Duncan, AZ	13:05
16:10	Safford, AZ	12:20
16:45	Bylas, AZ – <i>(San Carlos Nation)</i>	11:45
17:05	Peridot, AZ – <i>(San Carlos Nation)</i>	11:25
17:35	Globe, AZ – <i>(Cobre Valley Transit)</i>	10:55
18:00	Miami, AZ	10:30
18:30	Superior, AZ	10:00
19:20	Mesa, AZ	9:10
19:40	Tempe, AZ	8:50
20:00	Phoenix, AZ	8:30